



THE CITY OF WINNIPEG

REQUEST FOR PROPOSAL

RFP NO. 915-2010

**REQUEST FOR PROPOSALS FOR THE DEVELOPMENT, INSTALLATION AND
MAINTENANCE OF CEMETERY SOFTWARE**

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

B1.1 REQUEST FOR PROPOSALS FOR THE DEVELOPMENT, INSTALLATION AND MAINTENANCE OF CEMETERY SOFTWARE

B2. SUBMISSION DEADLINE

- B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, March 18, 2011.
- B2.2 Proposals determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned upon request.
- B2.3 The Contract Administrator or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B2.1.

B3. ENQUIRIES

- B3.1 All enquiries shall be directed to the Contract Administrator identified in D3.1
- B3.2 If the Bidder finds errors, discrepancies or omissions in the Request for Proposal, or is unsure of the meaning or intent of any provision therein, the Bidder shall promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.
- B3.3 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.
- B3.4 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.
- B3.5 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.
- B3.6 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.

B4. CONFIDENTIALITY

- B4.1 Information provided to a Bidder by the City or acquired by a Bidder by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator.
- B4.2 The Bidder shall not make any statement of fact or opinion regarding any aspect of the Request for Proposals to the media or any member of the public without the prior written authorization of the Contract Administrator.

B5. ADDENDA

- B5.1 The Contract Administrator may, at any time prior to the Submission deadline, issue addenda correcting errors, discrepancies or omissions in the Request for Proposal, or clarifying the meaning or intent of any provision therein.
- B5.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.

- B5.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/bidopp.asp>
- B5.2.2 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.
- B5.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 9 of Form A: Proposal. Failure to acknowledge receipt of an addendum may render a Proposal non-responsive.
- B6. SUBSTITUTES**
- B6.1 The Work is based on the materials, equipment, methods and products specified in the Request for Proposal.
- B6.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B6.3 Requests for approval of a substitute will not be considered unless received in writing by the Contract Administrator at least seven (7) Business Days prior to the Submission Deadline.
- B6.4 The Bidder shall ensure that any and all requests for approval of a substitute:
- (a) provide sufficient information and details to enable the Contract Administrator to determine the acceptability of the material, equipment, method or product as either an approved equal or alternative;
 - (b) identify any and all changes required in the applicable Work, and all changes to any other Work, which would become necessary to accommodate the substitute;
 - (c) identify any anticipated cost or time savings that may be associated with the substitute;
 - (d) certify that, in the case of a request for approval as an approved equal, the substitute will fully perform the functions called for by the general design, be of equal or superior substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract;
 - (e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract.
- B6.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his sole discretion grant approval for the use of a substitute as an "approved equal" or as an "approved alternative", or may refuse to grant approval of the substitute.
- B6.6 The Contract Administrator will provide a response in writing, at least two (2) Business Days prior to the Submission Deadline, only to the Bidder who requested approval of the substitute.
- B6.6.1 The Bidder requesting and obtaining the approval of a substitute shall be entirely responsible for disseminating information regarding the approval to any person or persons he wishes to inform.
- B6.7 If the Contract Administrator approves a substitute as an "approved equal", any Bidder may use the approved equal in place of the specified item.
- B6.8 If the Contract Administrator approves a substitute as an "approved alternative", any Bidder bidding that approved alternative 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 B19.1.

- B6.9 No later claim by the Contractor for an addition to the price(s) because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.
- B6.10 Notwithstanding B6.2 to B6.9 and in accordance with B7.7, deviations inconsistent with the Request for Proposal document shall be evaluated in accordance with B19.1(a).

B7. PROPOSAL SUBMISSION

- B7.1 The Proposal shall consist of the following components:
- (a) Form A: Proposal (Section A);
 - (b) Form B: Prices (Section B);
- B7.2 The Proposal should also consist of the following components:
- (a) Project Methodology (Section C);
 - (b) Installation (Section D);
 - (c) Training (Section E).
- B7.3 Further to B7.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B6.
- B7.4 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.
- B7.4.1 Bidders should submit one (1) unbound original (marked "original") and one (1) copy.
- B7.5 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.
- B7.5.1 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.
- B7.6 Bidders are advised not to include any information/literature except as requested in accordance with B7.1.
- B7.7 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 B19.1(a).
- B7.8 Proposals submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.
- B7.9 Proposals shall be submitted to:
- The City of Winnipeg
Corporate Finance Department
Materials Management Division
185 King Street, Main Floor
Winnipeg MB R3B 1J1

B8. PROPOSAL

- B8.1 The Bidder shall complete Form A: Proposal, making all required entries.
- B8.2 Paragraph 2 of Form A: Proposal shall be completed in accordance with the following requirements:

- (a) if the Bidder is a sole proprietor carrying on business in his own name, his name shall be inserted;
 - (b) if the Bidder is a partnership, the full name of the partnership shall be inserted;
 - (c) if the Bidder is a corporation, the full name of the corporation shall be inserted;
 - (d) if the Bidder is carrying on business under a name other than his own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.
- B8.2.1 If a Proposal is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B8.2.
- B8.3 In Paragraph 3 of Form A: Proposal, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Proposal.
- B8.4 Paragraph 11 of Form A: Proposal shall be signed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his own name, it shall be signed by the Bidder;
 - (b) if the Bidder is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
 - (c) if the Bidder is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;
 - (d) if the Bidder is carrying on business under a name other than his own, it shall be signed by the registered owner of the business name, or by the registered owner's authorized officials if the owner is a partnership or a corporation.
- B8.4.1 The name and official capacity of all individuals signing Form A: Proposal should be printed below such signatures.
- B8.5 If a Proposal is submitted jointly by two or more persons, the word "Bidder" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Bidders in the Proposal and the Contract, when awarded, shall be both joint and several.
- B9. PRICES**
- B9.1 The Bidder shall state a price in Canadian funds for each item of the Work identified on Form B: Prices.
- B9.1.1 Prices on Form B: Prices shall include:
- (a) duty;
 - (b) freight and cartage;
 - (c) Provincial and Federal taxes [except the Goods and Services Tax (GST) and Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable] and all charges governmental or otherwise paid;
 - (d) profit and all compensation which shall be due to the Contractor for the Work and all risks and contingencies connected therewith.
- B9.1.2 Prices on Form B: Prices shall not include the Manitoba Association for Resource Recovery Corporation (MARRC) Environmental Handling Charge (EHC) which shall be extra where applicable.
- B9.2 The Bidder shall provide daily rates for any possible customization of the software.
- (a) Built-in customization – What field/user customization capabilities are built into the application?

- B9.3 The quantities listed on Form B: Prices are to be considered approximate only. The City will use said quantities for the purpose of comparing Proposals.
- B9.4 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. QUALIFICATION

- B10.1 The Bidder shall:
- (a) undertake to be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Bidder does not carry on business in Manitoba, in the jurisdiction where the Bidder does carry on business; 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.
- B10.2 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>
- B10.3 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);
- B10.4 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.
- B10.5 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.

B11. PROJECT METHODOLOGY

- B11.1 Bidders should provide, in their proposal submission, a description of the proposed project methodology to meet the City's cemetery management software needs including but not limited to the following:
- (a) A list of sites where the proposed cemetery software has been successfully implemented and in full operation and use for a minimum one year period and as is able to be confirmed by personal contact reference with the operators of the software, user site to be similar in nature, scope, size of business, number of interments per annum and value to the work. References will be sought in sufficient detail to demonstrate the Bidder's qualification to undertake and the cemetery management software's appropriateness and capabilities for, the task.
 - (i) Details of sites where existing cemetery data was migrated into the cemetery management software as part of the implementation effort.

- (ii) A listing of the Bidders office locations, employee's names with resumes stating qualifications held for all employees, to be involved in the implementation of the software and the maintenance of the software and system architecture.
 - (iii) A listing of the area of work that each employee will be involved in and the amount of time they will be involved for.
 - (iv) A clear description of how contact will be maintained with the users and Contract Administrator during implementation of the software and continued under a maintenance and development program. Minimum requirements for contact are:
 - (v) A description of what area of work and time commitment will be required from City staff to assist in the planning and implementation stages.
- (b) One (1) hour for response to report of system failure, from time of report; a report placed after 3:30pm Winnipeg time should be held over until 9:00am Winnipeg time the following business day.
- (c) Twenty-four (24) hours for reports of minor failures that are not affecting the daily use or working of the system, from time of report; a report placed after 3:30pm on a Friday should be held over until 3:30pm on the following business day.
- (d) A clear description of the cemetery management software package being proposed including:
- (i) Scope of the package including inputs, outputs, reporting, updating requirements, database maintenance, where the data resides (City computer, Bidder's web site, etc.) and any other information/features the Bidder feels pertinent to meeting the proposal requirements including written confirmation of requirements in E5.1;
 - (ii) A brief history of the development of the software package, including the scope of previous years upgrades and development;
 - (iii) A brief description regarding previous bidirectional interfacing efforts with Peoplesoft Financial or similar;
 - (iv) A description of the licensing fee structure if applicable and the annual software maintenance and upgrade fee and terms;
 - (v) A clear description of the warranty if applicable;
 - (vi) A clear description of how current City cemeteries data is able to be migrated from existing cemetery software to the new application;
 - (vii) Any other information that the Bidder deems pertinent to this RFP.
 - (viii) The City minimum requirements for training are a training instance that mirrors the production software system and live interaction training with a trainer.
 - (ix) A clear description of the training being proposed including:
 1. Syllabus;
 2. Number of implementation training days for training session;
 3. Expected City supplied resources;
 4. Briefly outline alternatives available, and lessons learned from past implementations;
 5. Provide costs (All disbursements to be included in costs) and confirm what flexibility can be built into these training arrangements; and
 6. Any other pertinent information associated with the training being proposed.
- B11.2 Responses should include the recommended hardware configurations for the server and client workstations. Please include minimum and recommended configurations.
- B11.3 The Bidder should provide evidence of their experience of similar projects by referencing three (3) projects that they have successfully completed for clients during the last five (5) years. These projects should be of a similar size and scope.
- B11.4 The Bidder should provide details of all security to be used/already in place for on-line working to repair faults or conversion of data and software upgrades.

B11.5 The Bidder should provide a suggested method for the data inputting of all remaining manual data records as mentioned in E2.10 and the conversion into the application.

B12. INSTALLATION

B12.1 The Bidder should describe its plan for application installation including data migration and should include installation milestones in its overall project schedule.

B12.2 The Bidder should provide sample application or programmer documentation. Such documentation should describe the configuration on the application and include data libraries, file descriptions, flow charts and technical descriptions of the various modules. This documentation should provide City programmers and analysts the background necessary for understanding the application, trouble-shooting it, and modifying it if necessary, including APT documentation if applicable.

B13. TRAINING

B13.1 The Bidder should describe initial installation training of at least two days of training, or more if deemed appropriate by the Bidder, for a minimum of six (6) City of Winnipeg employees.

B14. OPENING OF PROPOSALS AND RELEASE OF INFORMATION

B14.1 Proposals will not be opened publicly.

B14.2 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>

B14.3 To the extent permitted, the City shall treat all Proposal as confidential, however the Bidder is advised that any information contained in any Proposal Submission may be released if required by City policy or procedures, by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law.

B15. IRREVOCABLE OFFER

B15.1 The Proposal(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 10 of Form A: Proposal.

B15.2 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.

B16. WITHDRAWAL OF OFFERS

B16.1 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.

B16.1.1 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.

B16.1.2 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.

B16.1.3 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 B16.1.3(b), declare the Proposal withdrawn.

B16.2 A Bidder who withdraws his Proposal after the Submission Deadline but before his offer has been released or has lapsed as provided for in B15.2 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.

B17. INTERVIEWS

B17.1 The Contract Administrator may, in his sole discretion, interview Bidders during the evaluation process.

B18. NEGOTIATIONS

B18.1 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.

B18.2 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.

B18.3 If, in the course of negotiations pursuant to B18.2 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.

B19. EVALUATION OF PROPOSALS

B19.1 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 B10:
 - (i) mandatory qualifications (pass/fail);
- (c) Total Bid Price 30%;
- (d) Project Methodology
 - (i) Suitability of Cemetery Management Software to meeting service needs identified in Part E 35%;
 - (ii) Suitability of Data Migration 25%;
- (e) Installation 5%;
- (f) Training 5%;
- (g) economic analysis of any approved alternative pursuant to B5.2.1;

B19.2 Further to B19.1(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.

- B19.3 Further to B19.1(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.
- B19.4 Further to B19.1(c), the Total Bid Price shall be the sum of the quantities multiplied by the unit prices for each item shown on Form B: Prices.
- B19.4.1 If there is any discrepancy between the Total Bid Price written in figures, the Total Bid Price written in words and the sum of the quantities multiplied by the unit prices for each item, the sum of the quantities multiplied by the unit prices for each item shall take precedence.
- B19.4.2 Further to B19.1(a), in the event that a unit price is not provided on Form B: Prices, the City will determine the unit price by dividing the Amount (extended price) by the approximate quantity, for the purposes of evaluation and payment.
- B19.5 Further to B19.1(d), Project Methodology shall be evaluated considering the information submitted in response to B7.2 and B19.1(d).
- B19.6 Further to B19.1(e), Installation shall be evaluated considering the information submitted in response to B7.2 and B19.1(e).
- B19.7 Further to B19.1(f), Training shall be evaluated considering the information submitted in response to B7.2 and B19.1(f).
- B19.8 This Contract will be awarded as a whole.
- B19.9 If, in the sole opinion of the City, a Proposal does not achieve a pass rating for B19.1(a) and B19.1(b), the Proposal will be determined to be non-responsive and will not be further evaluated.

B20. AWARD OF CONTRACT

- B20.1 The City will give notice of the award of the Contract or will give notice that no award will be made.
- B20.2 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.
- B20.2.1 Without limiting the generality of B20.2, 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.
- B20.3 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 B19.
- B20.3.1 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 development, installation and maintenance of cemetery software for the period from award of contract until December 31, 2013, with the option of five(5) mutually agreed upon two (2) 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) The supply, implementation and interfacing of cemeteries software;
- (b) The migration of existing Cemeteries Branch data records into the supplied software system;
- (c) The maintenance and continual development of the supplied Cemetery Management Software;
- (d) Training City staff on use of the Cemetery Management Software.

D2.3 Notwithstanding D2.1, the type and quantity of Work to be performed under this Contract is subject to annual approval of monies therefore in a budget by Council. Bidders are advised that monies have been approved for work up to and including December 31, 2011.

D2.4 Notwithstanding D2.1, in the event that operational changes result in substantial changes to the requirements for Work, the City reserves the right to alter the type or quantity of work performed under this Contract, or to terminate the Contract, upon thirty (30) Calendar Days written notice by the Contract Administrator. In such an event, no claim may be made for damages on the ground of loss of anticipated profit on Work.

D3. CONTRACT ADMINISTRATOR

D3.1 The Contract Administrator is:

Ms Jane Saxby
Cemeteries Administrator

Telephone No. (204) 986-4392

Facsimile No. (204) 986-4298 Email jsaxby@winnipeg.ca

D4. CONFIDENTIALITY AND OWNERSHIP OF INFORMATION

D4.1 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.

D4.2 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.

- D4.3 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.

D5. NOTICES

- D5.1 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 facsimile number:

The City of Winnipeg
Chief Financial Officer

Facsimile No.: (204) 949-1174

SUBMISSIONS

D6. AUTHORITY TO CARRY ON BUSINESS

- D6.1 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.

D7. INSURANCE

- D7.1 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;
- D7.2 Deductibles shall be borne by the Contractor.
- D7.3 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.
- D7.4 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.
- D7.5 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.

D8. SOURCE CODE/ESCROW

- D8.1 The Contractor must, within thirty (30) Business Days of the execution of the Contract and within thirty (30) Business Days of all updates, enhancements and new releases to the Software/Solution released by the Contractor thereafter, maintain a current copy of the source code, proprietary tools and user documentation of the Software/Solution in escrow with an escrow agent, to be mutually

agreed upon. Within thirty (30) Business Days from the date of any new release of the Software/Solution, the Contractor must place an updated copy of the source code, proprietary tools and user documentation with the designated escrow agent if this Contract provides for maintenance or the right of the City of Winnipeg to obtain new releases. All costs of escrow shall be at the Contractor's expense.

- D8.2 The contract with the escrow agent must name the City of Winnipeg as a beneficiary under that contract and provide that a copy of the source code, proprietary tools and user documentation in escrow shall be released to the City of Winnipeg by the escrow agent not later than ten (10) Business Days after the occurrence of any one or more of the following events:
- (a) the Contractor making an assignment for the benefit of its creditors generally;
 - (b) the Contractor filing a petition or making a proposal under the Bankruptcy and Insolvency Act, Canada, or similar equivalent legislation of an applicable jurisdiction;
 - (c) the Contractor is the subject of a receiving order or a petition filed under the Bankruptcy and Insolvency Act, Canada, or such other applicable legislation and where the Contractor does not contest such receiving order or petition in good faith;
 - (d) the Contractor making an application under the Companies' Creditors Arrangement Act or similar or equivalent legislation of any applicable jurisdiction;
 - (e) the Contractor is subject to any distress or execution levied on its rights under the Contract;
 - (f) the Contractor is subject to appointment of any receiver, manager, receiver-manager, liquidator or trustee of the property, assets or undertaking of the Contractor pursuant to the terms of a court order or security contract or similar instrument and such appointment is not revoked or withdrawn within thirty (30) days of the appointment, provided that such period of thirty (30) days shall be extended to a maximum of one hundred and twenty (120) days after such appointment where the Contractor demonstrates to the reasonable satisfaction of the Contract Administrator that it is contesting such appointment in good faith; or
 - (g) the Contractor discontinues performing maintenance of the Software/Solution.
- D8.3 The governing Licence for the Software/Solution includes the right to use source code received under this Section as necessary to modify, maintain and update the Software/Solution.

SCHEDULE OF WORK

D9. COMMENCEMENT

- D9.1 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.
- D9.2 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 D6;
 - (ii) evidence of the workers compensation coverage specified in C6.16;
 - (iii) evidence of the insurance specified in D7; and
 - (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.
- D9.3 The Contractor shall commence the Work on the Site within seven (7) Working Days of receipt of the notice of award.

MEASUREMENT AND PAYMENT

D10. INVOICES

- D10.1 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

D10.2 Invoices must clearly indicate, as a minimum:

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

D10.3 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

D10.4 Bids Submissions must be submitted to the address in B7.9.

D11. PAYMENT

D11.1 Further to C10, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

D12. PAYMENT SCHEDULE

D12.1 Further to C10, payment shall be in accordance with the following payment schedule:

- (a) Stage One Payable at the end of planning
Item 1 - Software Purchase and Installation fee 20%
- (b) Stage Two: Payable on Completion of software loading and data migration
Item 1 - Software Purchase and Installation fee 100%
- (c) Stage Three: Payable on Completion of satisfactory testing of converted data and software
Item 6 - Migration of existing cemetery data records 100%
Item 2 - Annual Software Maintenance Fee Year one 100%
- (d) Stage Four: Payable on Completion of all agreed Training:
Item 5 - Software Package User Training fees 100%

WARRANTY

D13. WARRANTY

D13.1 Notwithstanding C11, the warranty period shall begin on the date of Total Performance and shall expire one (1) years thereafter unless extended pursuant to C11.3, in which case it shall expire when provided for thereunder.

D13.2 Upon notification by the Contract Administrator, the Contractor shall, at his/her sole cost and expense, remedy any defect or deficiency identified by the Contract Administrator during the warranty period and any damage that may arise or result from the defect or deficiency or as a result of the correction of same.

D13.3 Notwithstanding D13.1 and D13.2 above, if any statute in force in the Province of Manitoba or in the jurisdiction where the goods were manufactured requires, or if the manufacturer provides, a longer

warranty period or a warranty that is more extensive in its nature, then the provisions of such statute or manufacturer's warranty shall apply.

PART E - SPECIFICATIONS

GENERAL

E1. APPLICABLE SPECIFICATIONS AND DRAWINGS

- 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 B6.

E2. BACKGROUND

- E2.1 The following is provided for the information of the Bidders but cannot be deemed to include all information the Bidder may require in estimating software suitability for the task:

HISTORICAL

- E2.2 The Cemeteries Branch of the Planning, Property & Development Department is responsible for the management of three cemeteries located in the City of Winnipeg; Brookside (Operating since 1878), St Vital (Operating since 1936) and Transcona (Operating since 1914). Brookside cemetery is the largest of the three cemeteries and is home to one of the largest and most significant in design, Military Field of Honour in Canada having over 11,000 interments.

PRESENT

- E2.3 The three cemeteries currently have approximately 120,000 interments in approximately 100,000 interment properties.
- E2.4 The approximate total acreage for all three cemeteries is 274 acres, of which approximately 117 acres remain undeveloped.
- E2.5 Annually an approximate 600 cremation interments and 370 full body interments are completed across the three cemetery sites.
- E2.6 Multiple interments are permitted into each type of cemetery property.
- E2.7 Cemetery interment property types consist of lot, plot, niche, scattering gardens, ossuary and this range of choices is expected to increase to include other forms such as mausolea during 2011.
- E2.8 The Cemeteries Branch is responsible for administration, sales of products, property and services, interment and grounds maintenance operations at all three cemeteries.
- E2.9 The Cemeteries Branch Primary Administration Offices are located at Brookside Cemetery, 3001, Notre Dame Avenue, Winnipeg, MB, R3H 1B8 and open Monday to Friday 8:30am – 4:30pm, with satellite offices planned to operate at two other locations in the near future.
- E2.10 Currently some deceased records are held in the Stone Orchard Cemetery Software database; for the St Vital and Transcona cemeteries this includes next of kin contact information but other areas of information such as, funeral home etc remain only in manual records. Deceased interment records for the Brookside cemetery have been data inputted back to approximately 1943 in a similar format. The database sizes currently are approximately, Brookside 121 MB, St Vital 16.5 MB and Transcona 13MB.
- E2.11 None of the cemetery grounds have been digitally mapped but maps for eighty percent (80%) of Transcona and St Vital Cemeteries have been scanned into the Stone Orchard software and linked to the existing interment data. No mapping exists in Stone Orchard for Brookside Cemetery.

E2.12 Client interment properties currently consist of in-ground property for both cremation and full body interment, columbaria, cremation scattering gardens and crypt. Future properties may include cremorial, vaults and mausoleum.

E2.13 A limited choice of memorialisation products are also offered for sale at all three cemeteries.

FUTURE

E2.14 A picture database of all Military monuments on interment sites in the Field of Honour is currently being developed to enable a visual condition and content record; this will need to be accommodated in any software and stored with a direct link to the relevant interment site.

E2.15 Choices of products and services offered for sale are considered a growth area for the service, with an anticipated growth rate of a minimum 5 new products annually.

E2.16 The service is working to establish preventive maintenance programmes for all three cemeteries to include interment sites, monuments, buildings and infrastructure maintenance and refurbishments. It is envisaged this information will be built into the cemetery software to enable annual work programmes to be developed, including budget estimates and the resultant report of completed work being recorded in the system.

E2.17 The Cemeteries Branch envisages future (within one year of completion of software implementation) use of hand held devices for the issuing of operations requests/instructions and the subsequent transfer of completed tasks data via a cradle connection, to the main database.

E2.18 Administration and sales involves, but is not limited to:

- (a) Maintenance of all Cemetery Branch record keeping and interment registers in accordance with all relevant Municipal, Provincial and Federal legislation;
- (b) Sales of all cemetery products and services including the booking and issuing of instructions, for funeral services, memorial sales and installations and interment site maintenance and repairs;
- (c) Sales of cemetery property including but not limited to; full size in-ground lots, cremation lots, niches, cremorial, crypt and scattering areas;
- (d) The issuing to clients of notifications of potential service and property defaults;
- (e) Accounting and reporting functions for all financial transactions related to cemetery property, products and services provided to families, Funeral Homes, Memorial Dealers and suppliers are completed locally in the Brookside Administration Offices. All accounting and purchasing functions are managed in Peoplesoft Financials, with client invoicing transactions being handled in MS Access locally and receipts being issued in Excel; all client invoicing and receipts will remain being processed locally but within the cemetery management software, with the relevant data then being transferred to the Peoplesoft Financials via bidirectional interface on a daily basis,
- (f) Purchasing of memorialisation products,
- (g) Issuing of Memorial permits and recording of memorial locations and installation details;
- (h) All client contact and customer service including telephone, fax, email, in person callers and internet contacts;
- (i) Tracing of deceased interment locations on behalf of clients.

E2.19 Interment and Grounds Maintenance operations involves but is not limited to:

- (a) Completion of interment and disinterment services for the deceased;
- (b) Installation of memorials including but not limited to; flat markers, benches, plaques and trees;
- (c) Installation of monument foundations;

- (d) Reinstatement of individual interment sites including levelling of foundations and restructuring of older existing unstable monuments;
- (e) Grass cutting and flower planting and pruning services, including client chargeable services;
- (f) Major grounds interment sectional refurbishment projects;
- (g) Grounds equipment purchasing and daily maintenance.;
- (h) Grounds buildings and infrastructure repairs.

E3. GOODS

E3.1 The Contractor shall develop, install and maintain cemeteries software in accordance with the requirements hereinafter specified.

E3.2 Unit prices shall include:

- (a) Item 1: Cemetery Management Software – this is a one time ‘in perpetuity’ fee for the initial supply and implementation of a complete Cemetery Management software package. Installation shall be the complete installation of cemeteries software on the City of Winnipeg server and any associated plug-ins are installed on computer desktops to working condition, by authorized personnel.
- (b) Item 2: Annual Software Maintenance Fee – the cost for the first year one (1) year period of maintenance, support, help desk, upgrades etc. associated with the software purchase in Item 1. The fee shall commence at the completion of the Contract one-year warranty period. If savings are available on different time period maintenance packages, the Bidder is to identify this in their formal bid submission.
- (c) Item 3: Annual Software Maintenance Fee – the cost for the second one (1) year period of maintenance, support, help desk, upgrades etc. associated with the software purchase in Item 1. The fee shall commence at the completion of the Contract one-year warranty period. If savings are available on different time period maintenance packages, the Bidder is to identify this in their formal bid submission.
- (d) Item 4: Annual Software Maintenance Fee – the cost for the third one (1) year period of maintenance, support, help desk, upgrades etc. associated with the software purchase in Item 1. The fee shall commence at the completion of the Contract one-year warranty period. If savings are available on different time period maintenance packages, the Bidder is to identify this in their formal bid submission.
- (e) Item 5: Software Package User Training – the cost including disbursements, to train City staff to fully understand and utilize the cemetery management software package.
- (f) Item 6: The migration of data from existing cemetery software database and to include providing a spreadsheet format for future inputting of manual records in batch inputs.

E4. THE PROJECT

E4.1 The Contractor shall supply and install cemetery management software in accordance with the requirements hereinafter specified. The software will be consistent with modern software design standards.

E4.2 A separate project will include the data inputting of all remaining manual records for Brookside Cemetery, remaining manual next of kin and funeral home data for the St Vital and Transcona Cemeteries and the migration into the application.

E5. THE APPLICATION SOFTWARE

E5.1 The Bidder shall advise that the following minimum requirements are present in their Cemetery Management Software and will be delivered in the implementation effort they have provided pricing for in Form B:

- (a) The application shall be fully functional in a network environment;
- (b) All data must be accessible to City of Winnipeg;
- (c) The application shall accommodate at a minimum ten (10) concurrent users;
- (d) The application must be supplied with a reporting package that provides both standard system generated reports and also the ability to generate user specified reports. Reporting package training syllabus, schedule and costs to be included in training cost estimates;
- (e) The standard system generated reports shall be based upon extensive criteria inclusive of but not limited to certificates, receipts, deeds, invoices, Taxation reporting, Vital Statistics Department and other Federal and Provincial reporting requirements, revenue statements, etc;
- (f) The application must be supplied with standard letters and forms to include but not limited to invoices, receipts, renewals notices etc. designed to incorporate City logo, Provincial, Federal and Municipal stipulated requirements and to allow customization of address and reference fields;
- (g) The application shall be designed to allow both user defined batch running of reports, forms and letters and individual one off printing;
- (h) The preferred database for the application is the Oracle **10g 64-bit** relational database management system (RDBMS) (Other databases may be considered, please specify);
- (i) The operating system for the server will be Windows Server 2008, with server consolidation or above. The application must be able to support Microsoft Windows client environments;
- (j) The client application must operate in Windows XP and Windows 7, permit use of multiple windows making use of full screen size to ensure good visibility, without the need for users to change the operating system's screen resolution;
- (k) The application must allow the System Administrator to create, store and assign user groups having similar access capabilities. The application must provide for secure access to the application. The Contractor shall provide a list of all application security features. The application must have the ability to have multiple users viewing the same records but only one user at a time able to modify it. The application should have menu level, function level and field level security and must be able to control individual user security permissions;
- (l) The application must be capable of field searches across multiple cemetery sites at one search;
- (m) The application shall include a diary/events screen that shows at a glance bookings and appointments for cemetery and administration/sales; diary able to be viewed on screen individually or for all sites on one screen and to be printable by all sites or by cemetery/site, by day, by week, by month or customized time period;
- (n) The application must be capable of importing data from and exporting data to Windows applications such as MS Word, MS Excel, MS Access, XML or any other ODBC compliant database and Windows compatible software;
- (o) The application must be able to, batch financial data and accept data transferred via bidirectional interface to:
 - (i) The City's Corporate financial application 'PeopleSoft Financial';
 - (ii) Standard spreadsheet format;
- (p) The application must be highly integrated, so that users can move easily from one part to another. Changes made in one sub-system should automatically update other sub-systems. The application should have a uniform design, documentation style, and user interface;
- (q) The application must provide a comprehensive on-line Help System and have an in-depth hard copy user training manual;

- (r) The application shall have full text search capabilities, preferably supporting wildcards or such, e.g.; keywords, a string of text in string fields;
- (s) The application must allow/include for customization of field names/titles to meet organisational, federal and provincial requirements;
- (t) The application shall be able to provide performance tracking, statistical measurement and analysis for but not limited to sales and financial information and product tracking;
- (u) The application shall have history and audit capability. Record retrieval and modification shall leave an audit trail, showing who accessed which record at what time, whether any modifications were made, what were they; trail to include for a minimum 3 months of history to be retained;
- (v) The application must be able to track an unlimited number of cemeteries and interment sites;
- (w) The application must support on-line updating, so that users can see additions or changes to the data base, including recomputed values, immediately. This applies to current and past year records. One off history records should be updateable online through one data inputting screen of information and without the need to access multiple screens to input matching fields;
- (x) The application must check keyed or imported data for validity and restrict the entry of invalid data, e.g., alphanumeric data in a numeric field, upper/lower case use, date formats;
- (y) The application must include active maps which reflect current states of all interment sites in real time. It must display changes and be automatically maintained by the system. It must include a direct connection between the maps and the burial search data;
- (z) The application must be able to link photos to maps, to interment properties;
- (aa) The application must be able to import and/or link to existing Autocad maps;
- (bb) The application must be able to print excerpts of existing cemetery by-laws and or legislation, on certificates, deeds, receipts, invoices, etc.;
- (cc) The application must be able to record and maintain multiple addresses and rights holders/next of kin for interment site rights holders and next-of-kin;
- (dd) The application must be able to store chronologically disinterment information with interments and without the need to delete previous interment or disinterment information;
- (ee) The application must be able to track maintenance projects, complaints and actions;
- (ff) The application must be able to incorporate the City logo on invoices, statements, etc.;
- (gg) The application must be able to process all types of payments including post dated cheques;
- (hh) The application must be able to have batch inputting of payment cheques against multiple transactions on multiple client invoices and incorporate partial payments;
- (ii) The application must be able to facilitate pre planning purchases with deposit and staged payments;
- (jj) The application must be able to facilitate purchase back of cemetery property to inventory and also process the applicable refund;
- (kk) The application must be able to create documents to include invoices, receipts and statements of accounts;
- (ll) The application must be able to report outstanding balances, work in progress and finances against accounts, including returned unpaid cheque payments;
- (mm) The application must be capable of either, the conversion of deceased interment site information to a City website, or have the ability to provide a secure public website access feature to permit public record searching and cemetery location pin pointing, to

- include a restricted list of data fields such as last name, first name year of death and interment site location (see Appendix A for the City's Web Development Standards);
- (nn) The application shall allow interfacing to database information through a handheld device or be capable of this facility within one year of completion of software implementation stage;
 - (oo) The application must contain free text fields for the notation recording of comments;

E6. MAINTENANCE

- E6.1 Application maintenance is to be priced as a cost per year and shall include support and all future software upgrades.
- (a) The Contractor should provide support for the application for the period up to the issuance of the Certificate of Acceptance by the City as part of the contract. This support will include troubleshooting, the correction of any application bugs or deficiencies, and the resolution of any operating problems. During this period, the Contractor will provide, at no additional cost, technical support by telephone and, if a problem cannot be resolved within 48 hours, may provide on-site service and support to resolve the problem. If Contractor develops modifications or upgrades to the application during the initial support period, they shall be provided to the City free of charge. The Contractor also must correct any errors or deficiencies in documentation during the initial support period and revise documentation to reflect any program changes or enhancements.
- E6.2 The Bidder shall provide details of upgrades completed to the software in the past year and development planned for the coming year.
- E6.3 The Bidder shall provide details of a system user group if any, to which the purchaser will automatically become a member on purchase of the application.

E7. INSTALLATION

- E7.1 Installation shall include the conversion of data to the new application from the existing cemetery software database, to correct fields and in 'verified by purchaser condition'.
- (a) The Contractor shall install the application. Installation includes customization necessary to make the application operational and usable by the City. Such customization includes screen and table setups, interface with other systems, and reports. The Contractor should provide a disk containing all necessary instructions and files to allow for installation of the application.
 - (b) There shall be a user manual and on line assistance programme that explains day-to-day use of the application, including the adding, deleting, and updating of records. The documentation should address data maintained in the data management system. The user manual should be clear, accurate, and amply illustrated with properly completed data entry screens.
 - (c) The Contractor is able to receive a sample of data to be migrated to the application from the existing cemetery system, for use to establishing the work involved in migration of the data.
 - (d) Hosting should be by the City of Winnipeg at a City of Winnipeg corporate site

E8. TRAINING

- E8.1 The Contractor must provide an onsite training session consisting of one trainer to train at least six (6) City staff. The training shall address the needs of the user and technical staff in the use of the application and shall include an explanation of the user manual best application and use.
- E8.2 System training for updates to software shall include two ½ day training sessions per annum.

APPENDIX A



City of Winnipeg

Web Standards, Guidelines & Procedures

Last Update: July 30, 2010

Corporate Web Services
Corporate Support Services

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City of Winnipeg Web Standards, Guidelines & Procedures

1.0 – Overview and Updates

The City of Winnipeg Corporate Web Standards, Guidelines & Procedures document was originally produced in 2005 by the Corporate Web Manager at the request of the Web Publishers Committee. It was updated in 2010 by the Corporate Web Team.

This is a living document outlining the Strategy, Principles, Standards and Guidelines for the City of Winnipeg Internet (“Winnipeg.ca”, including winnipegassessment.com and winnipegtransit.com) and Intranet (“Citynet”) websites. The City of Winnipeg Web Governance Administrative Standard IT-005 supports this document. It contains roles and responsibilities regarding Web governance.

Dated updates, additions and amendments to this document will be posted on the Web Publishing section of CityNet. All City of Winnipeg staff producing, reviewing, developing and/or publishing content for Winnipeg.ca should read this document and use it as a guide to Web development in conjunction with, but not replacing, the [City of Winnipeg eStyle Guide](#).

2.0 – Winnipeg.ca and Internet sites

2.1 – 2008 Global website redesign

On September 3, 2008, Corporate Web Services launched the new look of Winnipeg.ca. A need was identified for Winnipeg.ca to reflect a service-based navigational structure, as the newly formed 311 Service would be using the website as its primary information source. The 311 and Corporate Web teams worked with every department and service area to review their subsites to ensure up-to-date and relevant information was provided to the citizens of Winnipeg.

A complete redesign of Winnipeg.ca, both aesthetic and technical, was done to improve the look and feel, make the content easier to use and navigate, and update the underlying code to support a CSS-based layout. All sites within Winnipeg.ca, winnipegassessment.com and winnipegtransit.com were updated to reflect the new look and feel.



The look of the new site was designed in-house by the Corporate Web Services team in consultation with the Web Publisher’s Committee. The HTML code and Cascading Style Sheets (CSS) were redeveloped with the assistance

of the Winnipeg Transit web team, changing the layout of all static pages from table-based to CSS-based. This will make future redesigns of Winnipeg.ca much easier. It also makes the website load more quickly, as there are far fewer lines of code the browsers need to render.

The majority of the technical implementation of the new design was done by the Corporate Web Services team to minimize the amount of changes the departments would be required to make.

Following consultation with the 311 Service and Corporate Communications, a service-based navigation menu with primary, secondary and tertiary dropdown menus was adopted. A focus group test was also done to ensure the new navigation was intuitive to users.

The following are the most significant visual, navigational and functional changes:

- **Navigation changed to be service-based** – The new Winnipeg.ca navigation is based on City services, making it easier for citizens to find the service they are looking for. It is also now located in one spot – in the header of every page.
- **More organized content on homepage** – The new Winnipeg.ca homepage has been redesigned and remains optimized for a 1024 x 768 screen resolution.
- **Highlighted Features** – Featured links are prominent on the homepage underneath the main navigation menu. New items have graphic button links while other popular links and services are featured in the text box underneath the buttons.
- **311 links** – A link to 311 contact information is located in the left sidebar of the header and can be found on every page on Winnipeg.ca. A link to 311 Self Service is also located in the main menu bar on the right hand side.

A brief visual archive of the City of Winnipeg Internet site can be found on the Winnipeg.ca [Help](#) pages.

2.2 – Corporate Web Framework Strategy for Winnipeg.ca

Winnipeg.ca is the gateway homepage and organizational name for all City of Winnipeg Internet sites that are accessible to the general public. The corporate homepage and guide pages, along with other pages and subsites, are managed by the Corporate Web Manager with the support of Corporate Web Services.

The Corporate Web Services team is responsible for the Winnipeg.ca corporate site.

The Winnipeg.ca strategy is to create a citizen-centred, service-oriented Web portal that promotes a consistent look and feel, but that also serves as a guide to the many websites within this domain as well as others, such as WinnipegTransit.com and WinnipegAssessment.com. As the true public homepage for the City of Winnipeg's Internet presence, Winnipeg.ca would offer Winnipeg citizens a logically organized content architecture that was based on their perception of City services. Thus, rather than having to know where the location of all of the content on a site that has thousands of pages of documents and service-related pages, citizens would only have to familiarize themselves with the homepage and the main header links and four primary menu items (ie. Residents, Business, Visitors, City Hall). For those who wish to explore, flyout menus from these four primary menu items provide links logically divided into service areas.

The success of the Winnipeg.ca content strategy depends on the effective collaboration between departmental Web publishers and the Corporate Web Services team. Collaboration, strategic planning and dedication must go into the production of a rapidly evolving municipal Internet presence.

All editorial decisions for Winnipeg.ca are subject to the editorial guidelines below as well as the discretion of the Corporate Web Manager.

2.3 – Editorial Guidelines for Winnipeg.ca

Winnipeg.ca is the Internet gateway to all City of Winnipeg corporate, departmental, divisional and special operating agency (SOA) sites, including non-Winnipeg.ca domains such as winnipegtransit.com and winnipegassessment.com.

The City of Winnipeg's websites are an essential business tool in achieving quality customer service and meeting citizen expectation for more accessible government; in particular, the provision of citizen-focused, user-friendly, accurate and timely information. They are one of the few mechanisms the City has to be able to present a global image of our corporation. As such, the application of a corporate strategy and related standards are critical to ensure a contemporary and effective website that is easily accessible and navigable for Winnipeg citizens, as well as for our global e-visitors. These standards also apply to intranet sites intended for City of Winnipeg staff, business suppliers and partner organizations.

The following editorial rules apply to the corporate homepage at <http://Winnipeg.ca>, which is managed by Corporate Web Services, as well as departmental sites, departmental subsites and all shared content i.e. corporate includes such as the search engine, the global header, the global footer, etc.

2.3 (1) - WINNIPEG.CA HOMEPAGE - The homepage is intended to serve only as a high-level navigation page for the site rather than being a content-rich page in itself. Thus, it mostly features links rather than actual content. The exception is the eServices panel, the feature graphics under the homepage gallery image, and the Winnipeg.ca News and Highlights headlines. eServices, News and Highlights all include links to separate pages where additional and/or previously published content can be found. Highlighted links on the homepage should draw attention to new documents or features such as the 2010 Adopted Capital Budget or Smoking Bylaw. They are 1) of broad interest to citizens and the City of Winnipeg; 2) have a longer shelf life than news items and may be replaced periodically with updated documents or pages, and 3) are only featured on the homepage until the next highlight is posted, after which they are archived for an indefinite period.

2.3 (2) – WINNIPEG.CA GLOBAL HEADER – The new header, which is found on all Winnipeg.ca pages, is applied globally using three server-side include files which are provided and maintained by Corporate Web Services. The use of title headers for department and service area subsites has been discontinued.



There are three separate sections within the header, which are described in detail below.

2.3 (3) – WINNIPEG.CA GLOBAL HEADER - TOP NAVIGATION – This section is located at the very top of every page on Winnipeg.ca which includes a link back to the homepage; a link to the French version of the website, which changes to a link to the English version if on the French site; and the Search tool. Users can search by keyword or phrase. The “Search” engine utilizes a Google Search Appliance, but quality of results is still dependent on how thoroughly HTML pages and PDF files have been metatagged by content owners.





2.3 (4) – WINNIPEG.CA GLOBAL HEADER – LEFT SIDEBAR TOP – This section is located on the left and contains the official City of Winnipeg logo. Clicking on the logo from any page of Winnipeg.ca takes the user to the homepage.

Underneath the City of Winnipeg logo is the 311 City Services logo. Clicking on this logo takes the user to the 311 subsite.

2.3 (5) – WINNIPEG.CA GLOBAL HEADER – BANNER AND MENU BAR – This section is located to the right of the City of Winnipeg and 311 logos.



At the top of this section is the banner, which is a panoramic aerial photo of Winnipeg. Clicking on the banner from any page of Winnipeg.ca takes the user to the homepage.

The navigation menu is located underneath the banner and is discussed in detail below.

2.3 (6) - WINNIPEG.CA GLOBAL MENU BAR – The main navigational element that is consistent on every page of the Winnipeg.ca website is the menu bar containing the navigation menu.



After researching the navigational structure of other municipal governments, and in consultation with the 311 team and Corporate Communications, four primary menu items were chosen to group City services. Each menu has its own color, and all departmental and service area subsites reflect the color of the menu they are located under:

- Residents - red
- Business - gold
- Visitors - orange, and
- City Hall - green

The first three primary menu items represent the demographic of users that will visit the City's website. Each has a drop-down menu which includes the information and services that the respective citizen expects from the City of Winnipeg. The fourth menu item includes a drop-down menu with political and administrative information relating to the City of Winnipeg.

Also located in the menu bar on the far right are links to:

- 311 Self Service
- Site Map

These two items link directly to their corresponding subsite/page; they do not have a drop-down menu associated with them.

The Corporate Web Services team maintains the menu bar and can easily change, add or remove items in the four primary menus based on feedback from users or new content being added to department or service area subsites.

In this redesign, the navigational elements are located in one spot – in the header on every page. Previously, there were two areas of navigation – one in the main header and one in the left sidebar. The navigation for Winnipeg.ca was separated into 10 Guide pages with the links to departments and services. Redesigning the navigation to have only four primary menu items drastically reduces the number of locations a service could be listed under. The most popular content is now accessible by “one click” from the homepage or the header on any page of Winnipeg.ca.

2.3 (7) - WINNIPEG.CA HOMEPAGE FEATURES – The content area of the Winnipeg.ca homepage now features (1) one optional banner size feature image of 500 x 52 pixels at the top; (2) eight feature images of 115 x 95 pixels underneath the banner and separated into two rows of four; (3) a feature block with text links highlighting various areas of the site;

Content posted to the content area on the homepage must be approved by the Corporate Web Manager or by a designated team member from Corporate Web Services. The banner and eight feature images/graphics shall be used to promote content that is a) of broad interest to citizens of Winnipeg, and 2) of strategic importance to The City of Winnipeg as a whole, these features will change frequently and will not remain indefinitely.

Feature text links or buttons must link directly to an application or other interactive interface unless an intervening page is required for usability purposes. The content area may include content that extends the page past one screen view to “below the fold”, if necessary.

2.3 (8) - RIGHT SIDEBAR – The new right sidebar is customizable for the web page it sits on. A CSS class in the <body> tag of each page can be changed to hide or show the right sidebar. When the right sidebar is enabled, the width of the content area is 525 px. When it is disabled, the width of the content area is 745 px. The right sidebar has a number of CSS styles that can be applied to have multiple sections within the sidebar. Each section can be a different color, and the list items within the content area under a section will reflect that color. More information on the CSS styles available can be found on CityNet under [eTools > Web Publishing > New Look Samples](#).

The homepage right sidebar has News and Highlights as the sections. The News headlines include the four most recent headlines. A link to More News and an RSS Newsfeed are found below the News headlines. The Highlights section features some of the most popular documents are listed, such as Budgets and Reports.

2.3 (9) – GLOBAL FOOTER – The global footer is a server-side include maintained by Corporate Web Services that contains the following links and must appear at the bottom of all Winnipeg.ca pages:



3.0 – Corporate Web Standards, Guidelines & Procedures for Internet Sites

3.1 – Content Management

The City of Winnipeg's Internet presence at Winnipeg.ca is a federated website that uses a combination of centralized and decentralized content management processes.

3.1 (1) OWNERSHIP OF CONTENT – Content ownership belongs to the department that maintains the content in their folders within their subsite. Content owners may not necessarily be the content author (e.g. another department authors a document that you store in your folder on the server).

3.1 (2) LINKS TO CONTENT – Links to content and applications owned by another department/service area are the responsibility of the department/service area that owns the link. In other words, it is the responsibility of those providing links on their pages to ensure the links are accurate and usable. The exception to this is links on the corporate pages, e.g. links on the Winnipeg.ca homepage, services pages or navigation menus/bars that are provided corporately through server-side includes in a shared folder.

3.1 (3) USABILITY STANDARDS FOR ALL WEB APPLICATIONS – All departmental/service area Web staff are responsible for working with the Corporate Web Manager to ensure common usability standards are maintained throughout the City's Internet presence. Where usability issues arise due to content initiatives in one area conflicting with that of another (e.g. duplication of services, broken links, incorrect or misleading information, etc), each party involved should meet with the Corporate Web Manager to resolve the issues with due diligence. If possible, content owners and developers should proactively meet with the Corporate Web Manager and other stakeholders in advance to prevent possible usability issues from impacting the public.

3.2 – Official City of Winnipeg Domain Name

The official City of Winnipeg domain is www.winnipeg.ca or simply Winnipeg.ca. This is important for two reasons:

- 1. Branding:** The corporate image is a major strategic concern that can have a direct impact on the level of success the organization achieves through its other marketing and management efforts. As well, a coherent corporate image needs to be integrated into the organization at all levels. The corporate brand affects the perception of the nature, culture and structure of that organization and its performance, products and services. These perceptions affect its ability to recruit the financial resources, people and partnerships it needs to attain its goals and objectives.
- 2. Authenticity of Identity:** Along with brand recognition of Winnipeg.ca, a single corporate domain name creates an authenticity of identity to Web users who may otherwise be confused by similar sites (such as privately-owned, commercial sites that are about Winnipeg) or sites that attempt to deceive users into thinking that they are visiting a City of Winnipeg site (e.g. Winnipegpolice.com). Citizens and other Web users can be confident that if they are visiting the Winnipeg.ca domain, they are on a genuine City of Winnipeg site.

Canonical domains or virtual Webs should be pre-approved in writing by the Corporate Web Manager.

Non-official domains may be registered and/or operated by Web Publishers only with the written approval of the Corporate Web Manager. To submit a request to register and/or operate a non-official domain name, a business case must be submitted to the Corporate Web Manager for review.

Existing un-official domains should not be promoted or advertised to the public (only Winnipeg.ca domains should be promoted in advertising and the media).

All domain names registered by the City of Winnipeg through any department are considered to be the property of the City of Winnipeg and may not be transferred, sold or traded to other organizations or individuals.

3.3 – Winnipeg.ca Homepage (topsite)

Winnipeg.ca is a citizen-centred, service-based site that provides one homepage and one URL for citizens to access all City of Winnipeg information and services available on the Internet. Having a consistent look and feel throughout the website emphasizes to Web visitors that all subsites within Winnipeg.ca are provided by the City

of Winnipeg to enable citizens and other users to connect with services and information online, anytime, at their convenience. Content on the site includes static HTML pages, static documents, multimedia objects, archived data and application-based services.

The homepage is managed corporately (by the Corporate Web Manager and Corporate Web Services team) and is intended to be the portal or gateway to the entire City of Winnipeg Internet presence, including all corporately-managed pages, departmental and service area subsites and applications at domain Winnipeg.ca, and subsites at non-standard domains such as winnipegassessment.com and winnipegtransit.com.

Key corporate information that is high level and current (e.g. news releases, budget documents) is featured on the homepage, which always displays the current date. As well, online services and global links (e.g. Contact, Accessibility, Privacy, etc) are featured on the homepage so that users have one-click access to general information and application-driven content such as eCIS.

The target or primary audience for Winnipeg.ca is the citizenry of Winnipeg.

Secondary audiences include residents of Manitoba outside Winnipeg, residents of Canada outside Manitoba, international visitors, business, industry and tourism. The primary objective of Winnipeg.ca is to serve Winnipeggers first, but also to provide a user-friendly site where non-Winnipeggers, businesses and tourists can locate information and links of interest. Winnipeg.ca also uses a “no wrong door” approach by providing clearly marked links to public organizations and levels of government so that people who are searching the site for non-City services or information will be directed to the appropriate site or agency.

Given that the Winnipeg.ca site includes thousands of links and thousands of pages/documents, it is not feasible to have an exhaustive menu or list of links to all content from the homepage. Instead, visitors to the site can find services using the menu that fits their demographic (i.e. Residents, Business, Visitors), or if they are interested in political and administrative information relating to the City of Winnipeg, they can utilize the City Hall menu. This self-selection process helps users narrow their possible content choices in a menu that contains direct links to content pages and application-based services being developed and maintained by several departments.



3.3 (1) – WINNIPEG.CA HOMEPAGE LEFT SIDEBAR - The left-hand sidebar found on the Winnipeg.ca homepage is managed by Corporate Web Services.

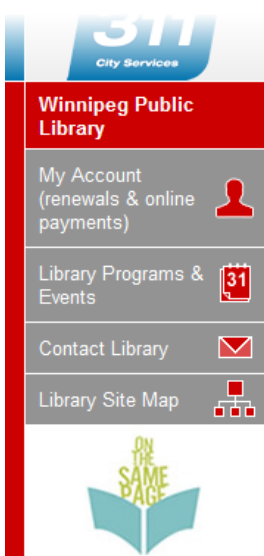
The links provided in the corporately managed sidebar are:

- E-Subscribe
- Events Calendar
- Media Inquiries
- Council Meetings and Agendas
- Mayor website
- Weather
- EmergWeb

3.4 – Department and Service Area Subsites

To conform to Winnipeg.ca standards, all pages on department and service area subsites must include (see Figure 1 above):

- Global Winnipeg.ca Header
- Customizeable Left Sidebar
- Global Footer



3.4 (1) – SUBSITE LEFT SIDEBAR - The left-hand sidebar can be customized for the department or service area subsite.

The key elements which must be in every left sidebar are:

- Department/service area title of subsite link (ex. Winnipeg Public Library). This must be a link back to the parent page (ie. subsite homepage).
- Contact Us link (can be renamed to subsite title, ex. Contact Library)
- Site Map link (can be renamed to subsite title, ex. Library Site Map)

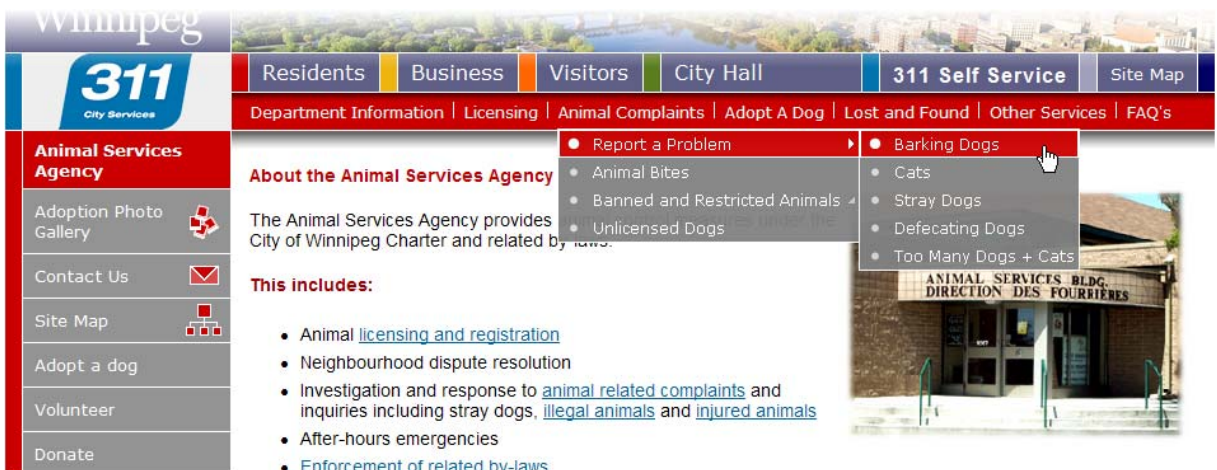
Images may be added to the left sidebar, and must be 163 px wide. More detailed information on CSS styles that can be applied in the left sidebar can be found on CityNet under [eTools > Web Publishing > New Look Samples](#).

It may be required to add a link to EmergWeb in the left sidebar of a subsite when necessary. EmergWeb is the City of Winnipeg emergency information website which is activated in the case of an emergency within the city of Winnipeg. A request to add this link will be made at the discretion of the Emergency Public Information Team Coordinator, or the Corporate Web Manager.

3.4 (2) – SUBSITE MENU BAR - A subsite may have it's own contextual menu underneath the global menu bar which is located in the header. This menu will be maintained by the Departmental/Service Area Web Publisher and can be one or two lines in height. This menu can contain up to 3 levels of flyout menus:

- Contextual menu items >
 - First level menu items >
 - Second level menu items >
 - Tertiary level menu items

For more information on developing this menu bar, please contact Corporate Web Services. Examples of a one and two-line menu are shown below.



Animal Services subsite with a one-line contextual menu



Film and Special Events subsite with a two-line contextual menu

3.4 (3) – SUBSITE HOMEPAGES AND CONTENT - Except for the requirements indicated above, Departmental/Service Area Web Publishers may use their own judgment for designing and maintaining their Departmental/Service Area homepages based on a) their knowledge of the usage habits of those who use their subsite, b) their departmental business plans and requirements, c) best practices found on the Web in general and on other departmental subsites in specific, and d) discussions and feedback from the Corporate Web Manager, Corporate Web Services and the Web Publishers Committee.

Departmental/Service Area Homepages should follow these basic principles.

- **CORPORATE LOOK-AND-FEEL:** Departmental/Service Area homepages must complement or match the Corporate Look-and-Feel in color, font styles, and Universal Design standards (see the [City of Winnipeg eStyle Guide](#)). Local style sheets must not override the fonts and link colors specified in the global stylesheet.
- **GRAPHICAL ELEMENTS:** Departmental/Service Area homepages must include at least one graphical element that depicts some aspect of the department's core business. If possible, (but not required) the image or images should feature actual staff from the department to provide the page with a more personalized, "human" view of the site. There is City of Winnipeg staff supporting the services and information found on every Web page, so the Web pages should try to depict the people involved (see eStyle Guide for guidelines on use of images). Other graphical elements such as icons may be used, provided these are used consistently within the departmental subsite (e.g. icons developed for one division must be used in all other divisions within that department as well) and provided they follow guidelines for graphical images found in the 2005 eStyle Guide.
- **WHAT'S NEW/HIGHLIGHTS:** Departmental/Service Area homepages should include text information, updated periodically, to indicate new initiatives or programs or to highlight/illustrate important new content features.
- **COLUMN FORMAT:** Departmental/Service Area homepages must use a **single-column** format, but a Right Sidebar include file may be created and maintained by the department/service area, provided it is used consistently throughout the subsite.
- **VISIBILITY OF HOMEPAGE CONTENT:** Departmental/Service Area homepages should feature key content on the part of the page that is visible at the standard screen resolution of 1024 x 768, so that users will not miss this key content if they do not scroll down the homepage. This is a usability issue that will have to be determined by the business requirements and best practices of the department/service area.
- **CONTACT INFORMATION:** A link to a departmental/service area contact page must be provided in the Left Sidebar. See 3.4 (1) for more information.

Content Pages should follow these basic principles.

- **CORPORATE LOOK-AND-FEEL:** Departmental/Service Area pages must complement or match the Corporate Look-and-Feel in color, font styles, and Universal Design standards (see the 2005 eStyle Guide). Local style sheets must not override the fonts and link colors specified in the global stylesheet.
- **GRAPHICAL ELEMENTS:** Departmental/Service Area pages should use a combination of graphical elements, links and text to make the content visual, usable and intuitive. Other graphical elements

such as icons may be used, provided these are used consistently within the departmental/service area subsite (e.g. icons developed for one division must be used in all other divisions within that department as well) and provided they follow guidelines for graphical images found in the 2004 eStyle Guide.

- **COLUMN FORMAT:** Departmental/Service Area pages must use a **single-column** format, but a Right Sidebar include file may be created and maintained by the department/service area, provided it is used consistently throughout the departmental/service area subsite.
- **VISIBILITY OF CONTENT:** Departmental/Service Area pages may be long enough that users are required to scroll down to view content not visible on the first screen, but this is a usability issue that will have to be determined by the business requirements and best practices of the department/service area.
- **CONTACT INFORMATION:** A link to a departmental/service area contact page must be provided in the Left Sidebar. Additionally, contact information, or a link to the Contact Us page, should be included within the body of any page that is providing information on City services.

3.5 – Web Applications

Dynamic web applications can be customized for the requirements of the application. However, applications must be designed to include the City of Winnipeg official logo on the left side in the header. Clicking on the City of Winnipeg logo in the application header must take the user to the Winnipeg.ca homepage.

Some additional suggestions are below:

- The panoramic aerial photo of Winnipeg could be included in the header to the right of the logo to maintain consistency with the rest of Winnipeg.ca.
- The application header could include the name of the application, along with any graphics or photos that relate to the application.
- Clicking on any portion of the application header other than the City of Winnipeg logo could take the user to the application homepage.

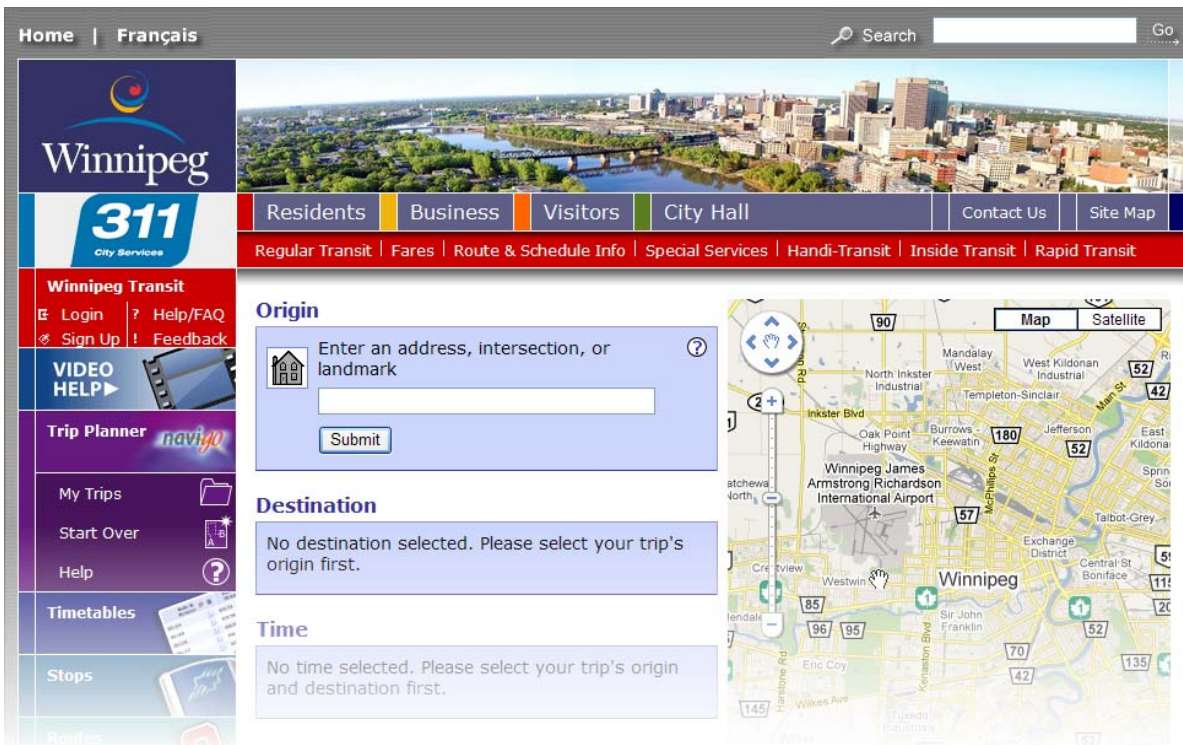
The application owner maintains the header but is welcome to request the assistance of Corporate Web Services in the development of the look and feel of the application.

NOTE: All headers must display the official City of Winnipeg logo in accordance with Visual Identity guidelines.

Web Application examples:



iMaps



Transit Trip Planner (Navigo)

3.6 – Guidelines for Publishing French Content on the Internet and Intranet Sites

These guidelines are meant to help clarify what steps should be taken if you want to publish content bilingually and add/update French content on the [French Internet site](#).

The French Internet site is maintained by the Translation and Interpretation Services team. Most civic departments have a fee for service agreement in place. That agreement guarantees you access to qualified translators and a rate that is lower than market value.

If you are posting the English version of material that may have already been translated, very little work is needed to add the French version as well.

For work that hasn't already been translated, if you or other members of your department decide that a Web page or a document should be provided on the Internet in French, as per the French language requirements indicated in [By-law No. 8154/2002](#), please follow these procedures:

1. Submit the final draft of the content to [CSD-Translation](#) (or you may wish to use this [CityNet form](#)). Web pages or documents with large amounts of English copy should be submitted as soon as possible (final draft stage). You will have to provide an account number so the translation work can be billed to you.
2. Translation and Interpretation Services staff will determine the translation costs and timelines required to complete the requested work. If necessary, staff will be happy to provide you with a preliminary cost estimate.
3. Indicate when the page or document should be posted to the French Internet site. A member of Translation and Interpretation Services will arrange to post the content once the final translation has been reviewed and approved.

In some cases, if a page or document is time-sensitive and there is insufficient time before the publication deadline date to complete the translation and have it posted to the French Internet site, you may have to consider a non-simultaneous posting of English and French (e.g. publishing to the [English Internet site](#) first, then publishing the French when it is available).

Please contact the coordinator at 986.2674 if, after discussing your needs with Translation Services staff, you have any concerns about the timing or costs of the translation work you are requesting.

4.0 – CityNet and Intranet Sites

-- Removed – not relevant to this RFP –

6.0 – Administrative & Legal Requirements for Internet and Intranet Sites

6.1 – Legal Statements and Disclaimers

The following Conditions of Use and Privacy Statements must be linked on all City of Winnipeg Web pages:

Conditions of Use Copyright [current year] City of Winnipeg

While The City of Winnipeg provides the information on this website to anyone, it retains copyright on all text, graphic images and other content.

This means that you may not, without the express written permission of The City of Winnipeg:

- Distribute all or any portion of the text, graphics, or content, in any way, shape or form, to others.
- "Mirror" or display all or any portion of the text, graphics, or content on your website.
- Modify or re-use all or any portion of the text, graphics, or content on this system

You may:

- Print copies of the text, graphics, or content strictly for your own personal use.
- Reference this website from your own documents.

Commercial or any other use of all or any portion of the text, graphics, or content is prohibited without the written permission of The City of Winnipeg. In all copies of the text, graphics, or content, except as specifically listed above, you must retain this notice and any other copyright notices originally included with the text, graphics, or content.

Specific permission for reproduction or use for other purposes must be obtained from The City of Winnipeg by contacting:

Web Manager The City of Winnipeg 3rd Floor Administration Building 510 Main St Winnipeg MB Canada R3B 1B9
Email: Web Manager

The City of Winnipeg reserves all other rights.

Disclaimer of Liability

Please read this disclaimer.

The City of Winnipeg does not warrant or make any representations as to the quality, content, accuracy, or completeness of the information, text, graphics, links and other items contained on this website ("Winnipeg.ca") or any other website. Such materials have been compiled from a variety of sources and are subject to change without notice from The City of Winnipeg. Commercial or any other use of all or any portion of the text, graphics, or content, except as specifically listed in the Copyright Notice, is prohibited without the written permission of The City of Winnipeg.

Links to websites not maintained by The City of Winnipeg will open in a new browser window. Winnipeg.ca's provision of these links does not imply approval, warrant the quality, content, accuracy or completeness of any information, or endorse any opinion expressed on any of these outside websites. The City may in its sole discretion, accept or deny any requests for references to or links to third party sites.

Communications made through Winnipeg.ca's email messaging system shall in no way be deemed to constitute legal notice to The City of Winnipeg or any of its agencies, offices, employees or representatives with respect to any existing or potential claim or cause of action against The City of Winnipeg or any of its agencies, officers, servants, agents, employees, or representatives, where notice to The City of Winnipeg is required by Provincial, Federal or local laws, rules or regulations.

[Read our Privacy Statement](#)

Privacy

This page summarizes the privacy policy and practices on The City of Winnipeg Internet site ("Winnipeg.ca").

Principles

As a local public body The City of Winnipeg is subject to The Freedom of Information and Protection of Privacy Act. If you have any general questions about Manitoba's The Freedom of Information and Protection of Privacy Act, please see the FIPPA website. The City of Winnipeg is committed to providing our visitors with an Internet site that respects their privacy. Winnipeg.ca does not automatically gather any personal information from you, such as your name, phone number, email or address. This information is only obtained if you supply it voluntarily through contacting us via email or online forms.

Logging of Site Visitors

Like most Web servers, the City of Winnipeg server collects some information about visitors to the site. However, the server only logs the domain name of visitors. Depending on the setup of your internet service provider (ISP), this information may identify who you are; you may wish to contact your ISP for more information in this regard. The log data is analyzed for trends and statistics, and then aggregated. If you have any questions about the information gathered automatically by Winnipeg.ca, please contact the Corporate [Web Manager](#).

6.2 – In-linking (links from external websites to City Internet pages)

The World Wide Web is, by definition, an Internet network made up of websites joined by hyperlinks. Internet users find value in the ability to access websites linked on the World Wide Web.

To promote the proliferation of the City of Winnipeg's URL (Web address) on the Internet and provide Internet researchers and searchers with the ability to locate the City of Winnipeg website, requests to link from an external (non-City of Winnipeg website) to the City of Winnipeg website will be allowed, with the following requirements:

- Links to the City's website must open in a new window and not be framed within the pages of another website.
- Deep linking is not permitted – external sites may only publish a link to the City of Winnipeg homepage or to a department or division's front page, not to deeper pages.
- Special permission must be granted by the Chief Administrative Offices before an external website can use the City of Winnipeg wordmark, crest or any other City-owned intellectual property.

6.3 – Out-linking (links from City Internet/intranet pages to external websites)

The City of Winnipeg does not currently have an official Standard regarding the inclusion of external websites (non-City of Winnipeg sites) on a City of Winnipeg websites. However, a recent Report on Corporate Advertising and Sponsorship does recommend some restrictions with regard to advertising, sponsorships and links to the City's Internet and Intranet sites. Therefore the inclusion of external links is at the discretion of the Corporate Web Manager and content authors in each department, and may be subject to review by the City of Winnipeg Legal department.

Links to non-profit, public service or government sites may be acceptable (e.g. links to Tourism Winnipeg, MTS phone listings or Government of Canada sites), depending on whether the content on the sites offers value to those who are visiting the City of Winnipeg website.

However, if there is no formal, approved partnership or other arrangement with an outside website operated by a for-profit organization, the City should not link to the site as this may constitute an inappropriate use of public resources.

In some cases, requests to include an external hyperlink to the City of Winnipeg website should be politely declined until further notice. Please contact the City of Winnipeg Corporate Web Manager if you wish to submit an external link request for review.

Guidelines:

- Links to external sites must open in a new window and not be framed within the City of Winnipeg website
- As well, you may wish to advise visitors to the page that if they click the link, they will be taken outside the City of Winnipeg site to an external site.
- A disclaimer may be added to state that the City of Winnipeg is not responsible for the content on the external site.
- Links to external sites should be reviewed frequently to ensure the links have not changed or been removed by the owner of the site

Why this is important

Winnipeg.ca is a high-traffic site. External sites benefit from having their link included on our site as this promotes traffic to their site(s). In some cases, it may be inappropriate for the City to provide this benefit to another organization using City resources.

As well, there are many risks associated with links to external sites:

1. External links may change or become inactive. Most of the time, websites will not inform other linked sites when their link is changing or becoming inactive, so it becomes the ongoing responsibility of the City of Winnipeg website to ensure all links are correct and active.
2. As with any website, content on the linked sites may change at any time. Content on the linked site may be inappropriate, in conflict with the City's policies or even offensive to those who visit the site(s). Opinions, ideas or other information published on an external site may expose the City to legal risk.

In some cases, domain names are acquired or purchased from the original owner and the former site is replaced with a site that may be offensive to City of Winnipeg website visitors or inconsistent with the City's policies.

6.4 – Universal Design

Statement of Intent: The City of Winnipeg Internet and Intranet will conscientiously provide leadership in thought and action by institutionalizing a commitment to creating a city that is truly inclusive of all citizens through endorsing and incorporating the concept of Universal Design.

Goals:

- To accept that the population in Winnipeg has a variety of different abilities, strengths, heights, etc. and that this should not exclude or segregate anyone from participating in community life and accessing and using municipal services.
- To reduce the need and costs associated with providing disability specific solutions by providing a generalized approach to design that accommodates a wider range of people.
- To ensure that new civic buildings, environments, products, services and programs are designed to be useable by a wide range of citizens.
- To promote a city that is comfortable, attractive, and inclusive.

For Universal Design guidelines for the Web, go to the Web Publishing section on CityNet or read this complete checklist of UD guidelines to follow:

<http://citynet/intrahom/ud/>

7.0 – Other Guidelines & Recommendations for Internet and Intranet Sites

7.1 – Guidelines and Recommendations for Acrobat PDF files

7.1 (1) - Determine whether content can be published in HTML format rather than PDF format. HTML pages load more quickly and are fully searchable by our internal search engine as well as external search engines.

7.1 (2) - Partition PDF files more than 5 MB file size. We recommend that PDF files larger than 5 MB be partitioned into smaller documents (e.g. part 1, part 2, etc) for usability purposes and to ensure the most efficient use of system resources.

7.1 (3) - Optimize all PDF files. To optimize PDF files to a smaller file size, use the “Print > Print to PDF (Distiller)” option rather than using the PDF icon on the toolbar of your Word or, Excel or Powerpoint application. This will result in a much smaller file size.

7.1 (4) - Optimize all source files. Ensure you have minimized the file size of your Word, Excel or PowerPoint documents before printing to PDF.

7.1 (5) - Metatag your PDFs. The City of Winnipeg’s search engines can index PDF files according to their metacontent, so please ensure all PDF files are metatagged before putting them into production. In Acrobat, go to File > Document Properties, select the Description tab, then enter the Title, Author, Subject and Keywords relevant to the document.

7.1 (6) – Indicate file size. Beside the link to the PDF file, indicate the file size in parentheses, e.g. (1.2 MB) so that users have a general idea of how long it may take to download the file. As well, the page where the PDF link is found may also include a link to the Adobe site where users can download a current version of Acrobat Reader if they do not have this installed on their PC already.

For more information or to request corrections/additions/amendments to this document, please contact the Corporate Web Manager by email at webmanager@winnipeg.ca.