



THE CITY OF WINNIPEG

REQUEST FOR PROPOSAL

RFP NO. 210-2013

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

B1.1 CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, July 10, 2013.

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. BACKGROUND INFORMATION

B3.1 The Water and Waste Department, Customer Accounts Branch is responsible for the billing and collection of services provided by the Department to approximately 200,000 customers in the City of Winnipeg. The Department's billing system is Oracle CCB and the City's general ledger information is maintained in the Oracle PeopleSoft Financials. It is the intent of this project to replace the current cashiering (over-the-counter payments) and remittance processing (back-office payments) solution, the interface with the Department's Oracle CCB system, implement a new interface to Oracle PeopleSoft Financials, and have capabilities for real-time integrations to support future City initiatives.

B3.2 The existing solution, used by the City to accept customer payments, manages over one hundred and fifty thousand (150,000) transactions per year totaling approximately one hundred million dollars (\$100,000,000). There are currently three locations that accept customer payments; two of these locations provide cashiering services and one supports remittance processing. There is a requirement for 9 workstations with fully installed peripherals with approximately 25 employees requiring access to the system. The remittance processors accept payments through the mail, at authorized agents and at inter utility drop boxes throughout the City of Winnipeg. Customers also have the option of paying their utility bills through pre-authorized payments by online banking. The City also expects to maintain a duplicate system to be used for testing/development purposes.

B3.3 The City also expects to maintain a duplicate system to be used for testing/development purposes.

B3.4 The City of Winnipeg, Water and Waste Department, Customer Accounts Branch provides customers with the opportunity to pay the majority of City of Winnipeg invoices at their cashiering locations. Three other departments benefit greatly from this service as there are approximately 20,000 transactions processed on their behalf.

B4. SERVER INFRASTRUCTURE

B4.1 The City uses HP/Intel Windows 2008 Server platforms and employs CA Nimsoft to monitor and manage server environment.

B4.2 The City has a SAN environment consisting of HDS Storage Subsystems (AMS2500, HUS150) and Brocade switches to support data storage requirements for the production and development database tiers. IBM's TSM Backup/Archive, Veeam and Microsoft DPM products are used for backup and recovery services.

B4.3 The City uses Oracle 11g Standard Edition and Microsoft SQL Server 2008 Standard Edition. For larger scale applications Oracle is the preferred platform. The City has implemented a functional database environment that fulfills all application system functional requirements,

provides full online back-up, recovery and reorganization facilities including database transaction logging and up-to-the-minute forward recovery, plus timely automated reporting of actual or potential errors or problems. The City conducts database performance measurement and tuning as necessary.

- B4.4 The City of Winnipeg Backbone Network Infrastructure allows TCP/IP data communications between all City departments. This allows about 5,000 devices connected through the Backbone Network to be able to communicate with each other, the Internet and with central servers at two corporate data centers. Over 150 remote sites are connected to the City's Backbone Network at speeds ranging from 100/1000Base-T fiber optic connectivity for large LANs, 10Mbps for medium sized LANs and 2Mbps connections for small LANs. Cisco routers and switches are used in the WAN and LAN as well as for VPN remote access. Checkpoint Nokia firewall products provide network security.
- B4.5 The City utilizes Oracle's Enterprise Performance Management (Version 9.1) data warehouse and Cognos (Version 7.3 or higher) to provide in-depth analytical reporting. Extract, Transfer and Load (ETL) functionality is provided by Ascential (Version 7.5 or higher).

B5. ENQUIRIES

- B5.1 All enquiries shall be directed to the Contract Administrator identified in D4.1
- B5.2 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.
- B5.3 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.
- B5.4 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.
- B5.5 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.
- B5.6 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.

B6. CONFIDENTIALITY

- B6.1 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. The use and disclosure of the confidential information shall not apply to information which:
- (a) was known to the Bidder before receipt hereof; or
 - (b) becomes publicly known other than through the Bidder; or
 - (c) is disclosed pursuant to the requirements of a governmental authority or judicial order.
- B6.2 The Bidder shall not make any statement of fact or opinion regarding any aspect of the Bid Opportunity to the media or any member of the public without the prior written authorization of the Contract Administrator.

B7. ADDENDA

- B7.1 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.
- B7.2 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.
- B7.2.1 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>
- B7.2.2 The Bidder is responsible for ensuring that he/she 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.
- B7.3 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.

B8. SUBSTITUTES

- B8.1 The Work is based on the materials, equipment, methods and products specified in the Request for Proposal.
- B8.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B8.3 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.
- B8.4 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.
- B8.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his/her 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.
- B8.6 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.

- B8.6.1 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/she wishes to inform.
- B8.7 If the Contract Administrator approves a substitute as an “approved equal”, any Bidder may use the approved equal in place of the specified item.
- B8.8 If the Contract Administrator approves a substitute as an “approved alternative”, any Bidder bidding that approved alternative may base his/her 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 B20.
- B8.9 No later claim by the Contractor for an addition to the price(s) because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.
- B8.10 Notwithstanding B8.2 to B8.9 and in accordance with B9.7, deviations inconsistent with the Request for Proposal document shall be evaluated in accordance with B20.1(a).

B9. PROPOSAL SUBMISSION

- B9.1 The Proposal shall consist of the following components:
- (a) Form A: Proposal;
 - (b) Form B: Detailed Prices.
- B9.2 The Proposal should include the following components listed below:
- (a) Form N: Proposal Supplemental Information;
 - (b) Maintenance Information.
- B9.3 Further to B9.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B8.
- B9.4 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.
- B9.4.1 Bidders should submit one (1) unbound original (marked “original”) and ten (10) copies.
- B9.5 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.
- B9.5.1 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.
- B9.5.2 A hard copy of Form N: Proposal Supplemental Information must be submitted with the Bid. If there is any discrepancy between the Adobe PDF version of Form N: Proposal Supplemental Information and the Microsoft Word version of Form N: Proposal Supplemental Information, the PDF version shall take precedence.
- B9.6 Bidders are advised not to include any information/literature except as requested in accordance with B9.1.
- B9.7 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 B20.1(a).
- B9.8 Proposals submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.

B9.9 Proposals shall be submitted to:

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

B10. PROPOSAL

B10.1 The Bidder shall complete Form A: Proposal, making all required entries.

B10.2 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/her own name, his/her 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/her own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.

B10.2.1 If a Proposal is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B10.2.

B10.3 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.

B10.4 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/her 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/her 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.

B10.4.1 The name and official capacity of all individuals signing Form A: Proposal should be printed below such signatures.

B10.5 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.

B11. PRICES

B11.1 The Bidder shall state a price in Canadian funds for each item of the Work identified on Form B: Prices.

B11.2 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.

B11.3 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.

B11.4 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.

B11.5 Where applicable to the Request for Proposal, payments for services to Non-Resident Bidders are subject to a Non-Resident Withholding Tax pursuant to the Income Tax Act (Canada).

B12. QUALIFICATION

B12.1 The Bidder shall:

- (a) undertake to be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Bidder does not carry on business in Manitoba, in the jurisdiction where the Bidder does carry on business; and
- (b) be financially capable of carrying out the terms of the Contract; and
- (c) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract.

B12.2 The Bidder and any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:

- (a) be responsible and not be suspended, debarred or in default of any obligations to the City. A list of suspended or debarred individuals and companies is available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/debar.stm>

B12.3 The Bidder and/or any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:

- (a) have successfully carried out work similar in nature, scope and value to the Work; and
- (b) be fully capable of performing the Work required to be in strict accordance with the terms and provisions of the Contract; and
- (c) have a written workplace safety and health program, if required, pursuant to The Workplace Safety and Health Act (Manitoba);
- (d) provide proof satisfactory to the Contract Administrator the Security Clearances as identified in Appendix A.

B12.4 The Bidder shall submit, within three (3) Business Days of a request by the Contract Administrator, proof satisfactory to the Contract Administrator of the qualifications of the Bidder and of any proposed Subcontractor.

B12.5 The Bidder shall provide, on the request of the Contract Administrator, full access to any of the Bidder's equipment and facilities to confirm, to the Contract Administrator's satisfaction, that the Bidder's equipment and facilities are adequate to perform the Work.

B13. FORM N: PROPOSAL SUPPLEMENTAL INFORMATION

- B13.1 The Bidder should submit Form N, containing the Proposal Supplemental Information that the Bidder shall complete and return.
- B13.2 The Bidder should define the capabilities of its organization to design, implement, maintain and support the solution components as outlined within this RFP.
- B13.3 The Bidder should provide their proposal responses according to the following rules:
- B13.3.1 The RFP response should be prepared in a clear and concise manner, using the table format where provided.
- B13.3.2 Do not refer to the answer to another question and do not refer to other documents.
- B13.3.3 Include any additional information that you feel may be helpful, either following the tables, in separate sections of your response, or in an appendix at the end of the proposal.
- B13.4 Bidders are expected to examine the entire RFP including all specifications, standard provisions and instructions.
- B13.5 The Bidder must make it very clear where exceptions are taken to the specifications and how the Bidder will provide alternatives. Therefore, exceptions, conditions or qualifications to the provisions of the City's specifications must be clearly identified as such together with reasons for taking exception, and inserted into the Proposal. If the Bidder does not make it clear that an exception is being taken, the City shall assume the Bidder is responding to and will meet the specification as written.

B14. MAINTENANCE INFORMATION

- B14.1 The Bidder should provide information regarding a single and multi-year software maintenance term(s) and agreement which, at a minimum, should include the following:
- (a) Software Licensing Agreement;
 - (b) Professional Service Agreement Terms.

B15. OPENING OF PROPOSALS AND RELEASE OF INFORMATION

- B15.1 Proposals will not be opened publicly.
- B15.2 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>
- B15.3 To the extent permitted, the City shall treat all Proposal Submissions as confidential, however the Bidder is advised that any information contained in any Proposal may be released if required by City policy or procedures, by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law.

B16. IRREVOCABLE OFFER

- B16.1 The Proposal(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 10 of Form A: Proposal.
- B16.2 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.

B17. WITHDRAWAL OF OFFERS

- B17.1 A Bidder may withdraw his/her Proposal without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.
- B17.1.1 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.
- B17.1.2 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.
- B17.1.3 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 B17.1.3(b), declare the Proposal withdrawn.
- B17.2 A Bidder who withdraws his/her Proposal after the Submission Deadline but before his/her offer has been released or has lapsed as provided for in B16.2 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.

B18. INTERVIEWS

- B18.1 The Contract Administrator may, in his/her sole discretion, interview Bidders during the evaluation process.
- B18.2 The Contract Administrator may, in his/her sole discretion ask Bidders to provide product demonstrations to given scenarios.

B19. NEGOTIATIONS

- B19.1 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.
- B19.2 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.
- B19.3 If, in the course of negotiations pursuant to B19.2 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.

B20. EVALUATION OF PROPOSALS

- B20.1 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 40%;
 - (d) Form N: Proposal Supplemental Information 50%;
 - (e) Maintenance Information 10%;
 - (f) Economic analysis of any approved alternative pursuant to B8;
- B20.2 Further to B20.1(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.
- B20.3 Further to B20.1(b), the Award Authority shall reject any Proposal submitted by a Bidder who does not demonstrate, in his/her Proposal, in other information required to be submitted, during interviews or in the course of reference checks, that he/she is responsible and qualified.
- B20.4 Further to B20.1(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.
- B20.4.1 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.
- B20.4.2 Further to B20.1(c), 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.
- B20.5 Further to B20.1(d), Form N: Proposal Supplemental Information shall be evaluated considering the information submitted in response to B13.
- B20.5.1 The electronic Form N: Supplemental Information Package is only provided for the convenience of Bidders.
- B20.6 Further to B20.1(e), Maintenance Information shall be evaluated considering the information submitted in response to B14.
- B20.7 This Contract may be awarded on the basis of:
 - (a) Alternative 1 – One Year Maintenance; or
 - (b) Alternative 2 – Five Year Maintenance.as identified on Form B: Prices. Each alternative will be evaluated in accordance with the specified evaluation criteria.
- B20.7.1 Notwithstanding B11.1, the Bidder may, but is not required to, bid on all alternatives.
- B20.7.2 Notwithstanding B21.3, the City shall have the right to choose the alternative that is in its best interests. If the Bidder has not bid on all alternatives, he/she shall have no claim against the City if his/her partial offer is rejected in favour of an award of the Contract on the basis of an alternative upon which he/she has not bid.
- B20.7.3 The City may not award Item 4.
- B20.8 If, in the sole opinion of the City, a Proposal does not achieve a pass rating for B20.1(a) and B20.1(b), the Proposal will be determined to be non-responsive and will not be further evaluated.

B20.9 Reference checks to confirm information provided may not be restricted to only those submitted, and may include organizations known to have done business with the person or organization submitting a proposal.

B21. AWARD OF CONTRACT

B21.1 The City will give notice of the award of the Contract or will give notice that no award will be made.

B21.2 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.

B21.2.1 Without limiting the generality of B21.2, 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.

B21.3 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 B20.

B21.4 Following the award of Contract, a Bidder will be provided with information related to the evaluation of his/her Proposal upon written request to the Contract Administrator.

B21.5 Notwithstanding C4 and Paragraph 6 of Form A: Proposal, the City will issue a purchase order to the successful Bidder in lieu of the execution of a Contract.

B21.6 The Contract Documents, as defined in C1.1(n) (ii), in their entirety shall be deemed to be incorporated in and to form a part of the purchase order notwithstanding that they are not necessarily attached to or accompany said purchase order.

PART C - GENERAL CONDITIONS

C0. GENERAL CONDITIONS

- C0.1 The *General Conditions for the Supply of Goods* (Revision 2008 05 26) and *Services* (Revision 2007 04 12) 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 a Cashiering Software Solution Procurement and Implementation.

D2.1.2 Work shall commence on September 6, 2013 and implementation completed by December 20, 2013. Additional completion time requested must be approved by the Contract Administrator.

D2.1.3 The Contractor shall provide post-implementation support for a period of sixty (60) days following the successful implementation of the Cashiering Software Solution.

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

- (a) Procuring a Software Solution;
- (b) System documentation - documenting business requirements design and gap analysis;
- (c) System peripherals which may include scanner, imager, printer, endorser, cash drawers or a combination;
- (d) System Implementation;
- (e) Software customizations;
- (f) Product interfaces;
- (g) System testing;
- (h) Product documentation;
- (i) Product training;
- (j) Post installation support;
- (k) Ongoing support and maintenance.

D2.3 The City intends to award this contract by August 29, 2013.

D2.4 The Bidder must review and confirm this timeframe or suggest other optimum timelines that more readily support the Bidder's proposed solution, implementation approach and associated resource requirements.

D2.5 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, 2013.

D2.6 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. DEFINITIONS AND TERMS

D3.1 When used in this Request for Proposal:

- (a) **“Cull”** means to gather or pull out cash. The process takes place at the end of business day, at timed intervals of the day or based on the amount in the till;
- (b) **“Cheque Endorser”** means form of printer that stamps an “endorsement” on a cheque (or money order);
- (c) **“OCR”** means Optical Character Recognition. OCR is a term used for electronic conversion of scanned information from a data source into machine encoded text. It is widely used as a form of data entry from the original data source (paper-based);
- (d) **“Payment Source”** means the source via which the payment was received by the city. This could be in-person or mail;
- (e) **“Payment Type”** means the type of service received by a resident of the city for which a payment is being tendered;
- (f) **“PeopleSoft”** means the financial system currently in use by the City;
- (g) **“Pre-deposits”** means a deposit made by another business unit on behalf of the Finance & Administration department;
- (h) **“Tender Type”** means the form in which the payment was tendered, examples: Cash, Debit or Credit Card;
- (i) **“Visa Debit Card”** means a debit card with the same protection level as that offered by Visa and available for use wherever Visa is accepted;
- (j) **“IT”** means Information Technology;
- (k) **“RFP”** means Request for Proposal – document that invites a Bidder to submit a bid;
- (l) **“CCB”** means Customer Care and Billing module of the Oracle suite used by the City.

D4. CONTRACT ADMINISTRATOR

D4.1 The Contract Administrator is:

Sanjiv Choudhry
Project Manager

Telephone (204) 986-7210
Fax: (204) 986-4393
Email: schoudhry@winnipeg.ca

D5. OWNERSHIP OF INFORMATION, CONFIDENTIALITY AND NON DISCLOSURE

D5.1 The Contract, all deliverables produced or developed, and information provided to or acquired by the Contractor are the property of the City and shall not be appropriated for the Contractors own use, or for the use of any third party.

D5.2 The Contractor shall not make any public announcements or press releases regarding the Contract, without the prior written authorization of the Contract Administrator.

D5.3 The following shall be confidential and shall not be disclosed by the Contractor to the media or any member of the public without the prior written authorization of the Contract Administrator;

- (a) information provided to the Contractor by the City or acquired by the Contractor during the course of the Work;
- (b) the Contract, all deliverables produced or developed; and
- (c) any statement of fact or opinion regarding any aspect of the Contract.

D5.4 A Contractor who violates any provision of D5 may be determined to be in breach of Contract.

D6. NOTICES

D6.1 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

D7. AUTHORITY TO CARRY ON BUSINESS

D7.1 The Contractor shall be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Contractor does not carry on business in Manitoba, in the jurisdiction where the Contractor does carry on business, throughout the term of the Contract, and shall provide the Contract Administrator with evidence thereof upon request.

D8. INSURANCE

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

- (a) commercial general liability insurance, in the amount of at least two million dollars (\$2,000,000.00) inclusive, with The City of Winnipeg added as an additional insured; such liability policy to also contain a cross-liability clause, non-owned automobile liability and products and completed operations cover, to remain in place at all times during the performance of the Work;
- (b) if applicable, Automobile Liability Insurance covering all motor vehicles, owned and operated and used or to be used by the Contractor directly or indirectly in the performance of the Work. The Limit of Liability shall not be less than \$2,000,000 inclusive for loss or damage including personal injuries and death resulting from any one accident or occurrence.
- (c) professional liability insurance in the amount of at least one million dollars (\$1,000,000) per claim and two million dollars (\$2,000,000) aggregate to remain in place at all times during the performance of the Work and one year after completion date.

D8.2 Deductibles shall be borne by the Contractor.

D8.3 The Contractor shall provide the Contract Administrator with a certificate(s) of insurance, in a form satisfactory to the City Solicitor, at least two (2) Business Days prior to the commencement of any Work on the Site but in no event later than the date specified in C4 for the return of the executed Contract.

D8.4 The Contractor shall not cancel, materially alter, or cause the policy to lapse without providing at least thirty (30) Calendar Days prior written notice to the Contract Administrator.

D9. PERFORMANCE SECURITY

D9.1 The Contractor shall provide and maintain performance security until the expiration of the warranty period in the form of:

- (a) a performance bond of a company registered to conduct the business of a surety in Manitoba, in the form attached to these Supplemental Conditions (Form H1: Performance Bond), in the amount of fifty percent (50%) of the Contract Price; or
- (b) an irrevocable standby letter of credit issued by a bank or other financial institution registered to conduct business in Manitoba and drawn on a branch located in Winnipeg,

- in the form attached to these Supplemental Conditions (Form H2: Irrevocable Standby Letter of Credit), in the amount of fifty percent (50%) of the Contract Price; or
- (c) a certified cheque or draft payable to "The City of Winnipeg", drawn on a bank or other financial institution registered to conduct business in Manitoba, in the amount of fifty percent (50%) of the Contract Price.
- D9.2 Where the performance security is in the form of a certified cheque or draft, it will be deposited by the City. The City will not pay any interest on certified cheques or drafts furnished as performance security.
- D9.3 The Contractor shall provide the City Solicitor with the required performance security within seven (7) Calendar Days of notification of the award of the Contract by way of and prior to the commencement of any Work on the Site.

SCHEDULE OF WORK

D10. COMMENCEMENT

- D10.1 The Contractor shall not commence any Work until he/she is in receipt of a notice of award from the City authorizing the commencement of the Work.
- D10.2 The Contractor shall not commence any Work until:
- (a) the Contract Administrator has confirmed receipt and approval of:
 - (i) evidence of authority to carry on business specified in D7;
 - (ii) evidence of the workers compensation coverage specified in C6.16;
 - (iii) evidence of the insurance specified in D8;
 - (iv) the performance security specified in D9; and
 - (v) the security clearances specified in B12.3(d).
 - (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.

MEASUREMENT AND PAYMENT

D11. INVOICES

- D11.1 Further to C10, the Contractor shall submit an invoice for work once it is completed:
- 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
- D11.2 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.
- D11.3 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

D11.4 Bids Submissions must be submitted to the address in B9.9.

D12. PAYMENT

D12.1 Further to C10, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

D12.2 Further to C10, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

D13. PAYMENT SCHEDULE

D13.1 Further to C12, payment shall be in accordance with the following payment schedule:

- (a) upon completion of the pilot as specified in E10.1(p);
- (b) upon successful implementation of the solution.

D14. WARRANTY

D14.1 Warranty is as stated in C11.

RIGHT OF ENTRY AND NOTICES

D15. RIGHT OF ENTRY

D15.1 The Contractor shall not be entitled to exclusive possession of the Site.

D15.2 The City shall be given the right, for itself, its agents, representatives or other persons, to enter, occupy or use any portion of the Site or the Work, at any time and for so long a time as the Contract Administrator may require.

D15.3 Such entry, occupation or use shall not constitute acceptance of the Work by the City nor shall it relieve the Contractor of responsibility to complete the work.

D16. DELIVERY NOTICES

D16.1 Either party may, by giving notice, designate another address or addresses at which it will accept delivery of notices, requests, nominations, consents, approvals, statements, authorizations, documents or other communications.

D16.2 Delivery to the Contractor's designated supervisor at the Site shall constitute delivery to the Contractor.

FORM H1: PERFORMANCE BOND
(See D9)

KNOW ALL MEN BY THESE PRESENTS THAT

_____ ,
(hereinafter called the "Principal"), and

_____ ,
(hereinafter called the "Surety"), are held and firmly bound unto **THE CITY OF WINNIPEG** (hereinafter called the "Obligee"), in the sum of

_____ dollars (\$ _____)

of lawful money of Canada to be paid to the Obligee, or its successors or assigns, for the payment of which sum the Principal and the Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS the Principal has entered into a written contract with the Obligee for

RFP NO. 210-2013

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

which is by reference made part hereof and is hereinafter referred to as the "Contract".

NOW THEREFORE the condition of the above obligation is such that if the Principal shall:

- (a) carry out and perform the Contract and every part thereof in the manner and within the times set forth in the Contract and in accordance with the terms and conditions specified in the Contract;
- (b) perform the Work in a good, proper, workmanlike manner;
- (c) make all the payments whether to the Obligee or to others as therein provided;
- (d) in every other respect comply with the conditions and perform the covenants contained in the Contract; and
- (e) indemnify and save harmless the Obligee against and from all loss, costs, damages, claims, and demands of every description as set forth in the Contract, and from all penalties, assessments, claims, actions for loss, damages or compensation whether arising under "The Workers Compensation Act", or any other Act or otherwise arising out of or in any way connected with the performance or non-performance of the Contract or any part thereof during the term of the Contract and the warranty period provided for therein;

THEN THIS OBLIGATION SHALL BE VOID, but otherwise shall remain in full force and effect. The Surety shall not, however, be liable for a greater sum than the sum specified above.

AND IT IS HEREBY DECLARED AND AGREED that the Surety shall be liable as Principal, and that nothing of any kind or matter whatsoever that will not discharge the Principal shall operate as a discharge or release of liability of the Surety, any law or usage relating to the liability of Sureties to the contrary notwithstanding.

IN WITNESS WHEREOF the Principal and Surety have signed and sealed this bond the

_____ day of _____, 20____ .

SIGNED AND SEALED
in the presence of:

(Witness as to Principal if no seal)

(Name of Principal)

Per: _____ (Seal)

Per: _____

(Name of Surety)

By: _____ (Seal)
(Attorney-in-Fact)

**FORM H2: IRREVOCABLE STANDBY LETTER OF CREDIT
(PERFORMANCE SECURITY)
(See D9)**

(Date)

The City of Winnipeg
Legal Services Department
185 King Street, 3rd Floor
Winnipeg MB R3B 1J1

RE: PERFORMANCE SECURITY – RFP NO. 210-2013

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

Pursuant to the request of and for the account of our customer,

(Name of Contractor)

(Address of Contractor)

WE HEREBY ESTABLISH in your favour our irrevocable Standby Letter of Credit for a sum not exceeding in the aggregate

_____ Canadian dollars.

This Standby Letter of Credit may be drawn on by you at any time and from time to time upon written demand for payment made upon us by you. It is understood that we are obligated under this Standby Letter of Credit for the payment of monies only and we hereby agree that we shall honour your demand for payment without inquiring whether you have a right as between yourself and our customer to make such demand and without recognizing any claim of our customer or objection by the customer to payment by us.

The amount of this Standby Letter of Credit may be reduced from time to time only by amounts drawn upon it by you or by formal notice in writing given to us by you if you desire such reduction or are willing that it be made.

Partial drawings are permitted.

We engage with you that all demands for payment made within the terms and currency of this Standby Letter of Credit will be duly honoured if presented to us at:

(Address)

and we confirm and hereby undertake to ensure that all demands for payment will be duly honoured by us.

All demands for payment shall specifically state that they are drawn under this Standby Letter of Credit.

Subject to the condition hereinafter set forth, this Standby Letter of Credit will expire on

(Date)

It is a condition of this Standby Letter of Credit that it shall be deemed to be automatically extended from year to year without amendment from the present or any future expiry date, unless at least 30 days prior to the present or any future expiry date, we notify you in writing that we elect not to consider this Standby Letter of Credit to be renewable for any additional period.

This Standby Letter of Credit may not be revoked or amended without your prior written approval.

This credit is subject to the Uniform Customs and Practice for Documentary Credit (1993 Revision), International Chamber of Commerce Publication Number 500.

(Name of bank or financial institution)

Per: _____
(Authorized Signing Officer)

Per: _____
(Authorized Signing Officer)

PART E - SPECIFICATIONS

GENERAL

E1. APPLICABLE SPECIFICATIONS

E1.1 These Specifications shall apply to the Work.

E2. BACKGROUND INFORMATION

E2.1 The Water and Waste Department, Customer Accounts Branch is responsible for the billing and collection of services provided by the Department to approximately 200,000 customers in the City of Winnipeg. The Department's billing system is Oracle CCB and the City's general ledger information is maintained in the Oracle PeopleSoft Financials. It is the intent of this project to replace the current cashiering (over-the-counter payments) and remittance processing (back-office payments) solution, the interface with the Department's Oracle CCB system, implement a new interface to Oracle PeopleSoft Financials, and have capabilities for real-time integrations to support future City initiatives.

E2.2 The existing solution, used by the City to accept customer payments, manages over one hundred and fifty thousand (150,000) transactions per year totaling approximately one hundred million dollars (\$100,000,000). There are currently three locations that accept customer payments; two of these locations provide cashiering services and one supports remittance processing. There is a requirement for 9 workstations with fully installed peripherals with approximately 25 employees requiring access to the system. The remittance processors accept payments through the mail, at authorized agents and at inter utility drop boxes throughout the City of Winnipeg. Customers also have the option of paying their utility bills through pre-authorized payments by online banking. The City also expects to maintain a duplicate system to be used for testing/development purposes.

E2.3 The City also expects to maintain a duplicate system to be used for testing/development purposes.

E2.4 The City of Winnipeg, Water and Waste Department, Customer Accounts Branch provides customers with the opportunity to pay the majority of City of Winnipeg invoices at their cashiering locations. Three other departments benefit greatly from this service as there are approximately 20,000 transactions processed on their behalf.

E3. SERVER INFRASTRUCTURE

E3.1 The City uses HP/Intel Windows 2008 Server platforms, and employs CA Nimsoft to monitor and manage the server environment.

E3.2 The City has a SAN environment consisting of HSD Storage Subsystems (AMS2500, HUS150) and Brocade switches to support data storage requirements for the production and development database tiers. IBM's TSM Backup/Archive, Veeam and Microsoft DPM products are used for backup and recovery services.

E3.3 The City uses Oracle 11g Standard Edition and Microsoft SQL Server 2008 Standard Edition. For larger scale applications Oracle is the preferred platform. The City has implemented a functional database environment that fulfills all application system functional requirements, provides full online back-up, recovery and reorganization facilities including database transaction logging and up-to-the-minute forward recovery, plus timely automated reporting of actual or potential errors or problems. The City conducts database performance measurement and tuning as necessary.

E3.4 The City of Winnipeg Backbone Network Infrastructure allows TCP/IP data communications between all City departments. This allows about 5,000 devices connected through the Backbone Network to be able to communicate with each other, the Internet and with central

servers at two corporate data centers. Over 150 remote sites are connected to the City's Backbone Network at speeds ranging from 100/1000Base-T fiber optic connectivity for large LANs, 10Mbps for medium sized LANs and 2Mbps connections for small LANs. Cisco routers and switches are used in the WAN and LAN as well as for VPN remote access. Checkpoint Nokia firewall products provide network security.

E3.5 The City utilizes Oracle's Enterprise Performance Management (Version 9.1) data warehouse and Cognos (Version 7.3 or higher) to provide in-depth analytical reporting. Extract, Transfer and Load (ETL) functionality is provided by Ascential (Version 7.5 or higher).

E4. PROJECT OBJECTIVES

E4.1 To remain a cost efficient provider, the City of Winnipeg must continue to provide its customers with exceptional levels of customer service. This will require:

- (a) replacement of existing cashiering software used for accepting over-the-counter and back-end remittance payment processing City of Winnipeg invoices;
- (b) building new integrations between the new cashiering software and Oracle Customer Care Billing (CCB) and other existing or new billing applications via standardized interfaces;
- (c) building new integrations between the new cashiering software and Oracle PeopleSoft Financials via standardized interfaces;
- (d) integration of the solution with other programs within the City of Winnipeg.

E5. CURRENT CASHIERING STATIONS SPECIFICATIONS

E5.1 There are three locations where the City of Winnipeg residents can pay for Water and Waste Services:

- (a) 510 Main St Winnipeg, MB R3B 1B9;
- (b) 185 King St Winnipeg, MB R3B 1J3;
- (c) 614 Rue des Meurons Winnipeg, MB R2H 2R1.

E5.2 The new cashiering system solution is expected to be compatible with the system requirements listed below. The requirements are the same at all the three locations.

System	HP Compaq Pro 6300 Small Form Factor PC
CPU	Intel Core i5-3470, 3.20 GHz
Memory	8 GB
Hard Disk	500 GB SATA
Monitor	4:3 19" or a 16:9 23"
Valid Tender Types	Cash, Cheque, Debit, Credit, Override
Reports	Cash Register Reports, end-of-month Reports, Admin Reports

E6. CONFORMATION TO CANADIAN PAYMENT STANDARDS

E6.1 The system shall meet all Canadian standards for payment processing including, but not limited to the following:

- (a) CPA – Canadian Payment Association;
- (b) PCI DSS – PCI Data Security Standard;

(c) PA-DSS – Payment Application and Data Security Standard.

E6.2 All required certifications and standards must be current and the Bidder shall submit the necessary paperwork in support of E6.1 (a), (b) and (c).

E6.3 As part of the PA-DSS Standards, the Contractor is expected to follow the PA-DSS implementation per PA-DSS requirement guide.

E7. BUSINESS REQUIREMENTS

E7.1 The Contractor shall supply a Cashiering Software Solution in accordance with the business requirements hereinafter specified; including but not limited to:

- (a) allow a cashier to accept a manual or scanned (OCR) (tax and water bill) payment (one or more than one) from customers for one or more payment types (water bill, transit, tax bill) and using one or more tender types (cash, debit, cheque, credit);
- (b) system must be capable of defining all acceptable tender types based on each payment type;
- (c) ability to process more than one payment type within the same transaction for both manual or scanned transactions;
- (d) provide a cashier the ability to process payments from their assigned workstation during regular business/operational hours;
- (e) permit a cashier/remittance clerk to work from any cashiering station or remittance desk as assigned throughout the day regardless of location with no impact on closing processes;
- (f) ability to round the amount owed to the customer based on tender type;
- (g) calculate and display the change owed based on the amount tendered;
- (h) display for change owed based on tender types such as cash or government issued cheques;
- (i) include integrated cash drawers sized to accommodate Canadian currency;
- (j) provide an automatic locking mechanism with ability to enable cash drawers to release at appropriate times;
- (k) accept the scanning of an OCR line and will display the customer account number and amount owed;
- (l) allow for the manual override of the amount owed if necessary. Overrides are required when a customer has additional charges that they wish to pay and are not reflected on their most current bill;
- (m) capable of imaging the complete bill stub and cheque for record keeping;
- (n) allow for the suspension and resumption of a transaction if necessary;
- (o) allow refunds based on payment types. Based on roles, the system shall allow for configuring limits for refund amounts for each payment type with authorization required to go beyond the set limit if necessary;
- (p) alert the cashier to cull cash at a configurable limit. The alert shall notify the cashier only after a completed transaction (not during). The alert will prompt for input as to either how much cash is culled or how much cash remains in cash drawer;
- (q) record and maintain the following details for every transaction as stated in Appendix B;
- (r) allow for staff (depending on role) to connect to the current cashier transaction events and void a transaction if necessary. The ability to void a transaction will be accessible from a location other than the cashiering counter. The voiding of a transaction must be recorded in an accessible audit log;
- (s) record and maintain all voided transactions for a period of seven years in an accessible audit log;

- (t) capable of accepting payments when customer account or a general ledger number can't be determined or where a payment type hasn't been defined in the cashiering system;
- (u) accept an overage or shortage on closing and post the results to general ledger;
- (v) support partial or full blind balancing;
- (w) capable of generating a bank deposit form and recording the denomination breakdown at closing;
- (x) record the daily floats for each cashier;
- (y) provide the ability to endorse cheques or money orders with a format to be specified by the City of Winnipeg and will follow the standards of the Canadian Payment Association;
- (z) capable of producing or disabling itemized bilingual (English and French) receipts reflecting all transactions processed in a payment event;
- (aa) ability to print duplicate receipts on demand;
- (bb) ability to print directly to a customer supplied bill, invoice, etc.;
- (cc) ability to apply one or more applicable taxes based on payment type;
- (dd) capable of generating a series of prebuilt reports and user driven ad-hoc reports;
- (ee) track through an audit log every action performed on the system in addition to all payment transaction information;
- (ff) Proposed training plan/strategy including classroom, web-based or blended training for the core project team, end users and technology personnel;
- (gg) provide training material in an editable format that includes all operational activities;
- (hh) provide detailed description of system documentation, including but not limited to detailed system user manuals, "Quick Reference Guides". Online Support, Help-Desk support, user community resources and others as available.

E8. TECHNICAL REQUIREMENTS

- E8.1 The Contractor shall supply a Cashiering Software Solution in accordance with the technical requirements hereinafter specified; including but not limited to:
- (a) provide global settings allowing central configurations. At a minimum, the following items will be configurable:
 - (i) Security;
 - (ii) Rate changes (including scheduled rate changes);
 - (iii) Taxes;
 - (iv) Multiple payment types;
 - (v) Multiple tender types;
 - (vi) Multiple acct distributions;
 - (vii) General system settings;
 - (viii) Date formats (MM-DD-YYYY);
 - (ix) U.S. exchange rates;
 - (x) Choice lists for fields like Payment Type and Tender Type;
 - (b) system's user interface shall include a text field of 2000 characters intended for general comments;
 - (c) ability to interface with the City's debit/credit payment processing provider, Chase PaymentTech;
 - (d) ability to function without interruption if LAN/WAN connectivity is disrupted;
 - (e) capable of using a check digit to validate accounts when manually entering water account numbers;
 - (f) integration with the City's PeopleSoft financials for automated general ledger distribution;

- (g) integration with the City's Water and Waste Oracle CCB system;
- (h) capable of integration with the City's Assessment and Taxation MANTA billing system;
- (i) capable of integration with the City of Winnipeg's billing/accounts receivable systems in real-time to provide customer and accounts payable detail information on the cashier display;
- (j) capable of integrating with a video security system including text insertion or text overlay;
- (k) configurable security level to manage the following roles at a minimum (and not limited to: Cashiers, Mail processors (Remittance Clerks), Senior Clerks, Supervisor and Administrator) and the necessary documentation.

E9. PROJECT STRATEGIES

E9.1 The City of Winnipeg, Water and Waste Department has identified a number of strategies that will be employed in conducting this project. The Contractor shall keep the strategies in mind, and consider the interrelationships, when developing the response to the specifications:

E9.1.1 The City believes that it is in our best interest to select and deploy a cashiering system that follows an aggressive schedule, but not so aggressive that it significantly increases risk or sacrifices quality.

E9.1.2 Quality improvements are a major objective of this project. It is the City's intention to follow industry best practices to be supported by the selected solution.

E9.1.3 The City recognizes that handling business process change and change management initiatives are critical success factors for cashiering system solution. The department will work closely with the selected Contractor to define an approach that addresses the core requirements of the department.

E9.1.4 The City shall require user acceptance testing and approval prior to fully deployment of the software.

E10. CONTRACTOR'S RESPONSIBILITIES

E10.1 The Contractor's responsibilities for the length of the Contract shall include the following:

- (a) The Contractor shall provide a MS Project plan. The plan will include deliverables for each stage of implementation, list of detailed tasks and associated timelines,
- (b) The Contractor shall provide a project plan that will detail the product configuration, development, testing, training, and the project team members that comprise the team
- (c) The Contractor will work collaboratively with the City to develop a Decision Matrix for the life of the cashiering system project. There will be instances during the project where key decisions will need to be made. The decisions will be made by the City based on information provided by the Contractor and impact of the information on the business needs. The decisions could potentially impact the project timeline of the project and it will be important for both the department and the Contractor to track the changes;
- (d) The Contractor shall analyze the business and technical requirements and provide a detailed presentation to the City on how it intends to address each requirement. This Gap Fit Analysis will identify areas where the City may be required to change the existing business processes or the cashiering system will be customized to accommodate the unique process requirements. The Contractor will prepare and provide the department with a detailed analysis on how it intends to satisfy the requirements. The Gap Fit Analysis will also be critical to the City-Contractor relationship in that it will provide an opportunity for both parties to gain consensus on expectations and challenges involved in the system implementation;
- (e) While it is the City's intention to utilize the Contractor's existing capabilities, it recognizes that there may be some critical work-related processes that require some amount of software customization. As part of the project planning and Gap Fit Analysis process, the

- Contractor shall provide a detailed software customization plan that includes anticipated customizations and their impact on the overall project schedule;
- (f) The Contractor shall maintain a Requirements Matrix to track and report to the City that the requirements are being satisfied;
 - (g) The Contractor shall provide the City with a detailed implementation project plan that will at a minimum will include the following components:
 - (i) Project Background;
 - (ii) Project Deliverables and Milestones;
 - (iii) Project Schedule (MS Project);
 - (iv) Project Management Process;
 - (v) Resource Management: This section of the Project Plan will at a minimum discuss the following:
 - (vi) Contractor Resources;
 - (i) City Resources;
 - (ii) Project Team Structure including an organizational chart;
 - (iii) Description of the responsibilities related to each identified project role
 - (iv) Communication Process for each party.
 - (h) The Scope Management section of the Project Plan shall at a minimum describe the approach the Contractor will use in order to manage project scope and the process used to request changes to the project scope. Any such changes must be reviewed and approved by the City prior to the Contractor moving ahead with the Work;
 - (i) The Schedule Management section of the plan shall describe the approach the Contractor will use to manage the project schedule and the process used to submit request changes to the schedule. The Contractor must ensure that the schedule is kept current and report any missed milestones to the City;
 - (j) The Risk Management section shall describe the approach the Contractor will use to document existing risks, their reporting and providing recommendation for their mitigation;
 - (k) The Quality Management section of the project plan shall describe the approach the Contractor shall take to assure that all written deliverables have received appropriate reviews for quality planning before being submitted to the City;
 - (l) As part of the implementation, the Contractor shall provide a detailed communication plan that will include discussion of key implementation metrics that will be used to track the project progress, types of communication methods (i.e. project team meetings, constituent group meetings, online web progress reporting tools, email and memo, etc.) that the Contractor will use, frequency of use, key Contractor point-of- contact with overall responsibility for ensuring these communications are provided as scheduled;
 - (m) The Contractor shall make available key project leaders and staff for certain meetings either on-site or via teleconference that may be required to address major issues that may arise during the implementation having significant impact on the project schedule, budget, or efficacy of the cashiering solution;
 - (n) The Contractor shall provide a detailed Change Management plan that will include a list of the business processes that are recommended for change, a detailed description and flow-chart of the recommended new process, the anticipated benefits of the changes, and how the Contractor will manage this change through a formal process defined in the plan;
 - (o) The Contractor shall provide a test plan that will describe all phases of testing – Unit, System, Interface, Integration, Regression and User Acceptance Testing. During testing the Contractor shall have resources available to assist with and document test results, documenting defects and their correction, and scheduling of test activities; The Contractor shall provide assistance during User Acceptance Testing;
 - (p) The solution shall be piloted on two end-user stations prior to approval for full implementation at all locations;

- (q) The Contractor shall provide an overview of the user and technical documentation provided with the software applications (by application proposed). The department requires documentation that describes the features and functions of the proposed application software, as well as those that can be tailored to the specific and unique needs of the City. The documentation shall be provided for both the users and the technical personnel, who will administer and maintain the system. The Contractor shall provide differing levels of documentation for users and administrative staff. The documentation shall be provided in an editable electronic form;
- (r) The Contractor shall provide a description regarding their approach to the software implementation during:
 - (i) Implementation;
 - (ii) Go-live;
 - (iii) Term of the Contract;
- (s) It is the City's intention that the Contractor shall coordinate the training of City staff in the use of the application and satisfactory implementation of an approved training plan;
- (t) The Contractor shall provide a detailed plan for training. The information shall include:
 - (i) the role and responsibility of the Contractor in the design and implementation of the training plan (i.e. development of customized training material, delivery of training to the Accounting Branch CSRs);
 - (ii) the role and responsibility of the City in the design and implementation of the training plan;
 - (iii) overview of proposed training plan/strategy, including options for on-site or off-site training services for the core project team, end users, and technology personnel;
 - (iv) proposed training schedule for City Staff of various user and interaction levels;
 - (v) description of classes/courses proposed in the training plan. The Contractor shall be responsible for defining the units of measures and the time associated with each measure;
 - (vi) knowledge transfer strategy proposed by the Contractor to prepare the City staff to maintain the system after it is placed in production;
 - (vii) detailed description of system documentation and resources that will be included as part of the implementation by the Contractor including, but not limited to, detailed system user manuals.
- (u) The Contractor shall provide post implementation support:
 - (i) Help Desk support and unlimited telephone support 7 days a week/365 days a year from 7:00 a.m. to 8:00 p.m.;
 - (ii) software maintenance which include troubleshooting and every update, change and new release;
 - (iii) hardware repair and maintenance;
 - (iv) all critical systems/application problems shall be responded to within two (2) hours and resolved within four (4) hours of incident report. From this projects standpoint, a critical problem refers to any system wide outages or any outage that may prevent the City from offering cashiering services to its customers. All problems not critical shall have a response time of four (4) hours and resolved within eight (8) hours. All other requests shall have a response time of twenty-four (24) hours.

APPENDIX A – SECURITY CLEARANCE

1. SECURITY CLEARANCE

- 1.1 Each individual proposed to perform Work under the Contract shall be required to obtain a Criminal Record Search Certificate from any of the following;
 - (a) police service having jurisdiction at his/her place of residence; or
 - (b) BackCheck, forms to be completed can be found on the website at: <http://www.backcheck.net/> ; or
 - (c) Core of Commissionaires, forms to be completed can be found on the website at: <http://www.commissionaires.mb.ca/> .
- 1.2 The following is a link to information for obtaining the Criminal Record Search certificate from the City of Winnipeg Police Service.
http://winnipeg.ca/police/pr/info_request.stm#crim_record_search.
- 1.3 The original Criminal Record Search Certificate (Form P-253) will be provided by the Winnipeg Police Service to the individual applicant. The original has a validation sticker from the Winnipeg Police Service in the top right hand corner. The applicant shall:
 - (a) Provide the original Criminal Record Search Certificate (Form P-253) to the Contract Administrator.
- 1.4 Prior to the commencement of any Work, and during the term of the Contract if additional or replacement individuals are proposed to perform Work, the Contractor shall supply the Contract Administrator with a Criminal Record Search Certificate obtained not earlier than one (1) year prior to the Submission Deadline, or a certified true copy thereof, for each individual proposed to perform the Work.
- 1.5 Any individual for whom a Criminal Record Search Certificate is not provided, or for whom a Criminal Record Search Certificate indicates any convictions or pending charges related to property offences or crimes against another person, will not be permitted to perform any Work.
- 1.6 Any Criminal Record Search Certificate obtained thereby will be deemed valid for the duration of the Contract subject to a repeated records search as hereinafter specified.
- 1.7 Notwithstanding the foregoing, at any time during the term of the Contract, the City may, at its sole discretion and acting reasonably, require an updated criminal records search. Any individual who fails to provide a satisfactory Criminal Record Search Certificate as a result of a repeated criminal records search will not be permitted to continue to perform any Work.

APPENDIX B – TRANSACTION DETAILS

1. UTILITY TRANSACTIONS:

E10.2

Customer Account Number	Payment Source (e.g. mailbox)
Payment Type (e.g. utility bill)	Tender Type (e.g. cash, cheque, etc.)
Payment Amount	Credit/Debit Authorization Code
Workstation ID generating the transaction	User ID creating the transaction
Processing Date	Comment

2. TAX TRANSACTIONS:

E10.3

Customer Roll Number (Account Number)	Payment Type
Tender Type	Payment Amount
Credit/Debit Authorization Code	Processing Date
Workstation ID generating the transaction	User ID creating the transaction
Comment	

3. PARKING TICKETS:

E10.4

Payment Type	Tender Type
Payment Amount	Credit/Debit Authorization Code
Processing Date	Workstation ID generating the transaction
User ID creating the transaction	Invoice#/Customer#/Ticket#/Permit#
License Plate #	Date Ticket Issued
Offence #	Comment

4. ALL OTHER TRANSACTIONS:

E10.5

Payment Type	Tender Type
Payment Amount	Credit/Debit Authorization Code
Processing Date	Workstation ID generating the transaction
User ID creating the transaction	Invoice#/Customer#/Ticket#/Permit#
Comment	