



THE CITY OF WINNIPEG

REQUEST FOR PROPOSAL

RFP NO. 553-2014

**REQUEST FOR PROPOSAL FOR THE PROVISION AND INSTALLATION OF AUDIO
LOGGING EQUIPMENT**

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

B1.1 REQUEST FOR PROPOSAL FOR THE PROVISION AND INSTALLATION OF AUDIO LOGGING EQUIPMENT

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, March 2, 2015.

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. OVERVIEW

B3.1 Winnipeg Police Service (WPS) Division 36, Communications Division is seeking the provision of a Digital Voice Recording System (DVRS) at a Primary Site (345 Smith St, Wpg) as well as at a Secondary Site (700 Assiniboine Park Drive, Wpg). The proposed solution must fulfill the requirements from both a technical and customer service perspective. The proposed solution must incorporate the total cost of ownership principles relating to the system architecture, reliability, system life cycle, ongoing maintenance and process improvement.

B4. ENQUIRIES

B4.1 All enquiries shall be directed to the Contract Administrator identified in D4.1.

B4.2 If the Bidder finds errors, discrepancies or omissions in the Request for Proposal, or is unsure of the meaning or intent of any provision therein, the Bidder shall promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.

B4.3 If the Bidder is unsure of the meaning or intent of any provision therein, the Bidder should request clarification as to the meaning or intent prior to the Submission Deadline.

B4.4 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator to all Bidders by issuing an addendum.

B4.5 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator only to the Bidder who made the enquiry.

B4.6 The Bidder shall not be entitled to rely on any response or interpretation received pursuant to B3 unless that response or interpretation is provided by the Contract Administrator in writing.

B5. CONFIDENTIALITY

B5.1 Information provided to a Bidder by the City or acquired by a Bidder by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator. 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.

B5.2 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.

B6. ADDENDA

B6.1 The Contract Administrator may, at any time prior to the Submission deadline, issue addenda correcting errors, discrepancies or omissions in the Request for Proposal, or clarifying the meaning or intent of any provision therein.

B6.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.

B6.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/bidopp.asp>

B6.2.2 The Bidder is responsible for ensuring that he/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.

B6.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 9 of Form A: Proposal. Failure to acknowledge receipt of an addendum may render a Proposal non-responsive.

B7. SUBSTITUTES

B7.1 The Work is based on the materials, equipment, methods and products specified in the Request for Proposal.

B7.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.

B7.3 Requests for approval of a substitute will not be considered unless received in writing by the Contract Administrator at least seven (7) Business Days prior to the Submission Deadline.

B7.4 The Bidder shall ensure that any and all requests for approval of a substitute:

- (a) provide sufficient information and details to enable the Contract Administrator to determine the acceptability of the material, equipment, method or product as either an approved equal or alternative;
- (b) identify any and all changes required in the applicable Work, and all changes to any other Work, which would become necessary to accommodate the substitute;
- (c) identify any anticipated cost or time savings that may be associated with the substitute;
- (d) certify that, in the case of a request for approval as an approved equal, the substitute will fully perform the functions called for by the general design, be of equal or superior substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract;
- (e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract.

B7.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his/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.

- B7.6 The Contract Administrator will provide a response in writing, at least two (2) Business Days prior to the Submission Deadline, to the Bidder who requested approval of the substitute.
- B7.6.1 The Contract Administrator will issue an Addendum, disclosing the approved materials, equipment, methods and products to all potential Bidders. The Bidder requesting and obtaining the approval of a substitute shall be responsible for disseminating information regarding the approval to any person or persons he/she wishes to inform.
- B7.7 If the Contract Administrator approves a substitute as an “approved equal”, any Bidder may use the approved equal in place of the specified item.
- B7.8 If the Contract Administrator approves a substitute as an “approved alternative”, any Bidder bidding that approved alternative may base his/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 B28.
- B7.9 No later claim by the Contractor for an addition to the price(s) because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.
- B7.10 Notwithstanding B7.2 to B7.9 and in accordance with B8.8, deviations inconsistent with the Request for Proposal document shall be evaluated in accordance with B28.5(a).

B8. PROPOSAL SUBMISSION

- B8.1 The Proposal shall consist of the following components:
- (a) Form A: Proposal;
 - (b) Form B: Prices.
- B8.2 The Proposal should also consist of the following components:
- (a) Bidder Profile per B12;
 - (b) Value Added Reseller Profile per B13;
 - (c) Functional Requirements per B14;
 - (d) Technical Requirements per B15;
 - (e) Proposed Solution and Recommended Architecture per B16;
 - (f) Hardware Requirements per B17;
 - (g) Network Requirements per B18;
 - (h) Support and Maintenance per B19;
 - (i) Installation and Training and Documentation per B20.
- B8.3 Further to B8.1, all components of the Proposal shall be fully completed or provided in the order indicated, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely, to constitute a responsive Proposal.
- B8.4 Further to B8.2, all components of the Proposal should be fully completed or provided in the order indicated, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely, to constitute a responsive Proposal.
- B8.5 Further to Proposal responses in B8.2, Bidders should note each corresponding Minimum Requirement section in Part E – Specifications per E3.**
- B8.6 Bidders should submit one (1) unbound 8.5” x 11” original (marked “original”) including drawings and five (5) copies (copies can be in any size format) for sections identified in B8.1 and B8.2.
- B8.7 Proposal format, including type of binding, number of pages, size of pages and, font, etc., will not be regulated, except that the Proposal should be presented in the Sections identified above.

Bidders are encouraged to use their creativity to submit a Proposal which provides the requested information for evaluation and other information which illustrates the strength of their team.

- B8.8 Bidders are advised that inclusion of terms and conditions inconsistent with the Request for Proposal, will be evaluated in accordance with B28.5(a).
- B8.9 The Proposal shall be submitted enclosed and sealed in an envelope/package clearly marked with the RFP number and the Bidder's name and address.
- B8.10 Proposals submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.
- B8.11 Proposals shall be submitted to:
The City of Winnipeg
Corporate Finance Department
Materials Management Division
185 King Street, Main Floor
Winnipeg MB R3B 1J1
- B8.12 Any cost or expense incurred by the Bidder that is associated with the preparation of the Proposal shall be borne solely by the Bidder.

B9. PROPOSAL (SECTION A)

- B9.1 The Bidder shall complete Form A: Proposal, making all required entries.
- B9.2 Paragraph 2 of Form A: Proposal shall be completed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his/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.
- B9.2.1 If a Proposal is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B9.2.
- B9.3 In Paragraph 3 of Form A: Proposal, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Proposal.
- B9.4 Paragraph 11 of Form A: Proposal shall be signed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his/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.
- B9.4.1 The name and official capacity of all individuals signing Form A: Proposal should be printed below such signatures.

B9.5 If a Proposal is submitted jointly by two or more persons, the word "Bidder" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Bidders in the Proposal and the Contract, when awarded, shall be both joint and several.

B10. PRICES

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

B10.1.1 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.

B10.1.2 Prices on Form B: Prices shall not include Environmental Handling Charges (EHC) or fees, which shall be extra where applicable.

B10.2 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.

B10.3 The quantities for which payment will be made to the Contractor are to be determined by the Work actually performed and completed by the Contractor, to be measured as specified in the applicable Specifications.

B11. REQUEST FOR PROPOSAL INFORMATION – INSTRUCTIONS FOR COMPLETION

B11.1 The Bidder should provide a paragraph by paragraph response to each of the requirements and insert their response immediately after each separate paragraph of all sections. If a detailed response is required, the Bidder should provide as much detail as possible in order to help evaluate the proposed solution.

(a) The paragraph-by-paragraph response should begin with only the following terms:

Fully Compliant: Indicates compliance or agreement with all aspects of the specified requirement. This may apply to the current requirements of the Bidder or to future requirements of the Bidder. Where applicable, the Bidder should describe the compliant solution, operation, methodology, deliverable, standard, or process in their response and demonstrate to the Agency their complete understanding of the obligation. At the discretion of the Bidder, additional information, explanations, methodologies, specifications or references to bid document appendices, marketing literature, drawings, attached white papers and/or publications may be given. It is suggested that Bidders provide as much detail as possible in order to help the Evaluators distinguish between compliant Bidder responses.

Partially Compliant: Indicates compliance with some parts of the requirement. The Bidder should provide a detailed explanation of compliant and non-compliant areas.

Non-Compliant: Indicates the requirement is not complied with. A Bidder response of non-compliance to any numbered paragraph of these specifications will not result in automatic bid disqualification. However, Bidders should indicate why non-compliance would benefit the Agency, what alternative is proposed and why this alternative is superior in merit or function.

Understood: The Bidder has read and fully understands the paragraph. No Bidder information has been requested, however, it is advisable that Bidders reiterate the substance and intent of the paragraph in their response to demonstrate correct and full understanding.

- (b) The response should be in the order listed in and include answers to all questions in detail with regards to compliance with the requirements of the proposed system and its capabilities. It is important that Submissions are identified utilizing the numeric headings as listed below. Failure to provide the required information in the format requested may result in the disqualification of the Bidder Document Submission. All questions should be responded to providing the requested information.

B12. BIDDER PROFILE

- B12.1 The Bidder should respond to each of the following items with respect to the manufacturer of the proposed system:
 - (a) Provide a description of the company, years in business, management structure and profile.
 - (b) Provide a scope of products and services offered by the Bidder.
 - (c) Describe and provide documentation of all certifications and business relationships with radio, telephone, CTI, and VoIP vendors, and any other relevant business partners that the company has.
 - (d) Describe the Bidder's financial commitment to research and development and indicate any projects under development.
 - (e) Describe any future products currently in development or any recently released products that may have an impact upon the design or evolution of the system.
 - (f) Describe all direct support available from the manufacturer.
 - (g) Describe the Bidder's environmental policy/practices and any related certifications.
- B12.2 Provide references for **three (3)** installations that are similar or larger in size, scope and to the system proposed for the Winnipeg Police Service.
 - (a) The references must be for systems installed, or upgraded, within the last three years, preferably with Canadian Policing Agencies.
 - (b) The references should at a minimum include the following:
 - (i) Name and address of the client organization.
 - (ii) Dates on which the system was sold and implemented.
 - (iii) Brief description of the project, including current version of software in use.
 - (iv) Size of the client organization - number of employees using the system.
 - (v) Name, title and telephone number of a contact person at the client organization.
 - (c) The Winnipeg Police Service reserves the right to request or contact additional or different reference installations.

B13. VALUE ADDED RESELLER PROFILE

- B13.1 The Bidder should respond to each of the following items with respect to the Value Added Reseller of the proposed system:
 - (a) Provide a description of the Bidder's Company, years in business, management structure and profile.
 - (b) Provide a scope of products and services offered by the Bidder's company.
 - (c) Describe and provide documentation of all certifications and business relationships with radio, telephone, CTI, and VoIP vendors, and any other relevant business partners that the Bidder's company has.
 - (d) Describe all direct support available from the Value Added Reseller.
 - (e) Describe any additional evidence of experience including but not limited to awards and acknowledgements from independent parties.

- (f) Describe the Bidder's company's environmental policy/practices and any related certifications.

B13.2 Provide references for **three (3)** installations that are similar or larger in size, scope and to the system proposed for the Winnipeg Police Service.

- (a) The references must be for systems installed, or upgraded, within the last three years, preferably with Canadian Policing Agencies.
- (b) The references should at a minimum include the following:
 - (i) Name and address of the client organization.
 - (ii) Dates on which the system was sold and implemented.
 - (iii) Brief description of the project, including current version of software in use.
 - (iv) Size of the client organization - number of employees using the system.
 - (v) Name, title and telephone number of a contact person at the client organization.
- (c) The Winnipeg Police Service reserves the right to request or contact additional or different reference installations.

B14. FUNCTIONAL REQUIREMENTS

B14.1 The Bidder should provide the following general information:

- (a) A brief overview of the proposed DVRS solution.
- (b) A block diagram / schematic drawing of the DVRS solution.
- (c) Describe the methodology, standards and requirements for solution installation.
- (d) Describe the proposed solutions hardware scalability.
- (e) Describe how the channels are field expandable and in what increments.
- (f) Describe the effort required by the Winnipeg Police Service to support the proposed solution.
- (g) Describe any scheduled or anticipated major changes, upgrades, or new releases to any component or module of the proposed DVRS, and associated costs.
- (h) Provide the solution's current position within its life cycle, and any sunset policy associated to the DVRS (end of sale, software development, support, etc).
- (i) Describe the support the company gives to the user group(s).
- (j) Describe if the solution is capable of replaying legacy audio.
- (k) Describe all licensing requirements of the proposed solution.
- (l) Confirm the proposed equipment is designed for continuous duty operation (24hrs per day, 365 days per year).
- (m) Confirm the DVRS system provides redundancy in the form of a master/slave recorder configuration at the Primary site **AND** at the Secondary Site to guard against loss of recording. Describe how the proposed system would provide full redundancy (back-up/failover) for all recorded inputs at each site.
- (n) Describe the DVRS's ability to coexist with different systems/devices.
- (o) Describe the capability of the DVRS to capture VoIP traffic from all capable manufacturer protocol systems including Cisco and Nortel systems.
- (p) Describe the ability of the DVRS to record IP-based Project 25 radio traffic.
- (q) Describe the DVRS's support for text messaging.
- (r) List any other data or audio formats the DVRS is capable of recording.
- (s) Describe live monitoring capabilities and provide a screen shot of the live monitoring window.
- (t) Provide information on any other advantage, feature, or equipment the solution offers.

- B14.2** The Bidder should provide information related to Recording and Software, including but not limited to, the following:
- (a) Describe configurability of recording triggers per channel.
 - (b) Describe in detail the solution's capability to capture and store ANI/ALI data, including details for Phase 2 Wireless support, and all data which can be captured.
 - (c) Describe in detail the solution's capability to capture and store radio system data such as radio and talk-group ID'S, and all related data which can be captured.
 - (d) Describe the ability to decode DTMF tones during a message and store them with the audio record.
 - (e) Describe in detail the solution's capability to capture and store other metadata.
 - (f) Describe compression rate/process relative to storage methods, and the impact on audio quality.
 - (g) Describe all available recording triggers for analog audio.
 - (h) Describe all available recording triggers for digital audio.
 - (i) Describe the solution's ability to record active 9-1-1 trunks before they are answered by a call taker.
 - (j) Describe the ability to record and replay background sounds and voices.
 - (k) Describe the capability for user definable channel names and numbers.
 - (l) Describe AGC (Automatic Gain Control) configurability.
 - (m) Describe how the DVRS achieves time synchronization.
 - (n) Describe time-stamping features and options.
 - (o) Describe the DVRS software and the lifecycle support.
 - (p) Describe how the software is managed to ensure current and future compatibility.
 - (q) Describe the software upgrades/patches/releases process and associated costs.
- B14.3** The Bidder should provide information related to Users and Software, including but not limited to the following:
- (a) Describe the maximum amount of users definable.
 - (b) Describe the method(s) of login authentication.
 - (c) Describe the software systems ability to provide central authentication support leveraging Active Directory.
 - (d) Detail the levels of security (super user, administrator, reviewer, trainer etc.) for the system.
 - (e) Detail the method of logging user activities including:
 - (i) System ability to show currently connected users.
 - (ii) System ability to show users that accessed the system in the past.
 - (f) Provide a list of features accessible via web browser (or similarly clientless accessibility).
 - (g) Explain the methods available to update the software.
- B14.4** The Bidder should provide information related to Search/Replay and Software, including but not limited to the following:
- (a) Describe the search/replay functionality.
 - (b) Describe the ability to offer configurable quick searches based on frequently used search parameters.
 - (c) Describe the ability to offer clipboard capability to manage search results/analysis.
 - (d) Describe the ability to offer searchable text annotation associated to recordings.

- (e) Describe the ability to flag/mark a point within a recording, including a visual display of flags/markers.
- (f) List all search capabilities and parameters (e.g. by date/time, agent ID, workstation, talk group, call duration, extension number, ANI/ALI data, etc).
- (g) Describe how the user can change views to suit individual preferences.
- (h) Describe if the system allows users to combine search parameters for complex or extensive searches.
- (i) Describe the process for extracting/saving a group of related recordings.
- (j) Indicate the maximum number of simultaneous users that can search/replay.
- (k) Describe anticipated network traffic generated by search/replay activity.
- (l) Describe the ability to print search results.
- (m) Describe the ability to create playlists of related recordings.
- (n) Describe the ability to control AGC during replay.
- (o) Describe recording hours available via online retrieval.
- (p) Describe your solution's ability to replay silence between recordings (for recreating radio events).
- (q) Provide screen shots of search/replay user interface. Include both search/replay window and search results display.
- (r) Describe the capability to edit extracted audio (e.g. remove audio of witness giving personal information).
- (s) Describe the capability for faster/slower playback. Can this be done without affecting pitch.

B14.5 The Bidder should provide information related to Instant Recall, including but not limited to the following:

- (a) Indicate if the instant recall functionality is hardware or software based.
- (b) Indicate if instant recall is available at each workstation (all telephones and radio consoles).
- (c) Describe the instant recall component's integration with the DVRS.
- (d) Describe the instant recall's ability to simultaneously record and play back.
- (e) Describe the instant recall user interface. Include relevant screenshot(s).
- (f) Describe how the user can change views to suit individual preferences.
- (g) Describe recording hours retrievable via instant recall application.
- (h) Describe instant recall search features (e.g. calls longer than X seconds, incoming/outgoing, etc).
- (i) Describe extra functionality provided to supervisory staff (e.g. can supervisors access Calltakers' instant recall recordings?).
- (j) Describe all methods of launching or switching to your instant recall software (e.g. desktop icon/mouse click, hot key, etc).
- (k) Describe the instant recall capability for faster/slower playback and whether this be done without affecting pitch.
- (l) Indicate if the instant recall function supports looped playback.

B14.6 The Bidder should provide information related to File Sharing/Security and Software, including but not limited to the following:

- (a) Describe the file format utilized to store audio recordings.
- (b) Describe how access to audio from remote sites is achieved.

- (c) Describe if security features are configurable per user/account. Indicate if individual users can be restricted to listen-only privileges, preventing them from extracting or reproducing master audio files.
- (d) Indicate if it is possible for users to delete any messages, recordings, audio or data from the DVRS. Provide details.
- (e) Indicate if an event log of user activity is created and if so, describe its contents.
- (f) Indicate if there is a limit to the number of users able to access audio files.
- (g) The system must provide secure distribution of recordings. Describe any encryption capabilities and file export control.
- (h) List available file formats for extracted audio.
- (i) Describe the audio reproduction/export process. Describe if a third party software is required to export audio to an audio CD.
- (j) Describe the ability to compile and share multiple recordings associated to a single event; include all security/authentication measures.
- (k) Describe all levels of system administration and the functions of each.
- (l) Indicate if the proposed solution provides web-based access to system administration. Provide screenshots.
- (m) Describe how recorded audio can be transported to and presented in court. Indicate how authentication is achieved and demonstrated.
- (n) Describe the anti-virus strategy and what antivirus solutions are approved for use with the proposed system.
- (o) Explain the methods available to update the software.

B14.7 The Bidder should provide information related to Quality Assurance, including but not limited to the following:

- (a) The system must have a Quality Assurance (QA) component. Describe the system's QA component.
- (b) Describe search/replay capabilities from QA module. Provide screen shots of search/replay user interface. Include both search/replay window and search results display.
- (c) Describe the forms used in your QA component. (e.g. customization, ability to incorporate multiple rating systems, rules for modification, etc).
- (d) Describe automated reports (analytical and statistical) the system can generate.
- (e) Describe Evaluation reports for call taker and call processing performance.
- (f) Describe storage/filing within the QA component (e.g. can call records be saved with an assessment).
- (g) Describe user account security features for controlled or shared access to QA records.
- (h) Describe expandability (and associated licensing requirements) of QA component.
- (i) Describe the ability to track agent log-in in a free-seating environment.
- (j) Describe the ability to recreate incident entry on CAD as a call recording is played.

B14.8 The Bidder should provide information related to Archiving/Storage, including but not limited to the following:

- (a) The system must interface and utilize existing City of Winnipeg Network Infrastructure. Describe how the system achieves this.
- (b) Describe audio record archiving strategy and process.
- (c) Describe expandability of storage and the costs associated with increasing this storage.
- (d) Describe the limits with respect to storage capacity and retention time.

- (e) If the DVRS uses removable storage media, describe library/cataloguing function/methodology.

B14.9 The Bidder should provide information related to Alarms, including but not limited to the following:

- (a) Describe all built-in tests that monitor status of the DVRS.
- (b) Describe and acknowledge that the system must trigger an alarm for the following events:
 - (i) Storage/archiving faults;
 - (ii) Power interruptions;
 - (iii) Heat;
 - (iv) Periods of inactivity;
- (c) Describe and acknowledge that the system must have an alarm process for the following, and describe the configurability:
 - (i) Warnings;
 - (ii) Notifications;
 - (iii) Logs;
 - (iv) SNMP;
 - (v) Auditing;

B15. TECHNICAL REQUIREMENTS

B15.1 The Bidder should specify all dimensions of the proposed recording hardware and provide a diagram of all proposed equipment including any applicable rack diagrams.

B15.2 The Bidder should provide energy consumption, dissipation specifications, and ventilation requirements of all Bidder-provided equipment.

B16. PROPOSED SOLUTION AND RECOMMENDED ARCHITECTURE

B16.1 The Bidder should indicate which Computer Aided Dispatch (CAD) systems the DVRS is compatible with. For each CAD system, indicate whether the integration is supported by the CAD vendor.

B16.2 The Bidder should describe which CAD data can be stored by the DVRS, and how this data is used.

B16.3 The Bidder should describe CTI (computer telephony integration) software the DVRS integrates with.

B16.4 The Bidder should describe how the proposed solution integrates and can function in an existing network environment.

B16.5 The Bidder should provide a detailed list of all proposed components and software necessary to connect to a network and operate.

B16.6 The Bidder should specify any optional components and plug-ins that are available but not offered as part of the solution.

B16.7 The Bidder should provide an architectural diagram detailing how the solution should be implemented in best practice.

B16.8 The Bidder should provide detailed information for the system's scalability.

B17. HARDWARE REQUIREMENTS

- B17.1 The Bidder should provide both the minimum and recommended system requirements for the Winnipeg Police Service computers connecting to the system including:
- (a) OS and version with service patches specified if applicable.
 - (b) Processor(s).
 - (c) Memory.
- B17.2 The Bidder should provide both the minimum and recommended system requirements for the servers required in the proposed solution including:
- (a) OS and version with service patches specified if applicable.
 - (b) Processor(s).
 - (c) Memory and expansion capabilities.
- B17.3 The Bidder should describe the maximum, minimum and increments in the size of storage that is available.
- B17.4 The Bidder should describe all fault tolerance-related design features, such as redundancy (e.g. RAID), dual power supplies, etc.
- B17.5 The Bidder should describe the maximum/ minimum data rate of the hardware storage.
- B17.6 The Bidder should describe make/model, features and specifications of audio channel cards.
- B17.7 The Bidder should provide details on the interface (cards) including:
- (a) Describing the maximum number of interface channels.
 - (b) Describing the maximum number of interface channels with simultaneous use.
 - (c) Define the types of interfaces available.
 - (d) Define speeds available.
 - (e) Describe the Inter-changeability of interfaces (Analog, Digital).
 - (f) Describe any limitations for each interface option.
 - (g) Define the write to disk speed (max logging speed) for each interface.
- B17.8 The Bidder should explain the methods available to update the firmware.

B18. NETWORK REQUIREMENTS

- B18.1 The Bidder should provide detail of all equipment and servers included in the proposed solution:
- B18.2 The Bidder should list the required network connections and associated speeds for all server(s) network interfaces.
- B18.3 The Bidder should list the required network connections and associated speeds for the equipment(s) network interfaces.
- B18.4 The Bidder should state what is the recommended network connection for the client computer(s) using the proposed solution?
- B18.5 The Bidder should define any other client connections available to the proposed solution that are not already listed.
- B18.6 The Bidder should describe the capabilities and maximum limits on simultaneous remote client connections to the system.

B19. SUPPORT AND MAINTENANCE

- B19.1 The Bidder should describe the remote access capabilities of the proposed system for upgrades and service.
- B19.2 The Bidder should detail the Manufacturer and/or Value Added Reseller provisioning for a telephone help line, including details of when it is available (example: 24 hours a day, 7 days a week).
- B19.3 The Bidder should describe if there is a single point of contact for all support calls related to the product offering.
- B19.4 The Bidder should provide details and explain provisions for any online support and hours of support service (example: 24 hours a day, 7 days a week).
- B19.5 The Bidder should describe if provisions are available for on-site support.
- B19.6 The Bidder should describe how on-site support is achieved, including third party support if used, and the availability of 24/7 on-site support and response times.
- B19.7 The Bidder should describe your support protocol (e.g. triage and response commitments), including how support requests are handled and your rules for escalation.
- B19.8 The Bidder should describe the incident handling process from detection through resolution.
- B19.9 The Bidder should describe the availability of common repair parts (hard drives, archive drives, power supplies, input boards) including how many days for delivery of said parts.
- B19.10 The Bidder should describe the availability of all other parts within North America for expedited delivery, including how many days for delivery of said parts.
- B19.11 The Bidder should describe extended warranty options that are available.
- B19.12 The Bidder should describe how often software upgrades are released (both minor and major) and whether they are covered under a support and maintenance contract.
- B19.13 The Bidder should describe how the DVRS solution is “future proof” including:
(a) Lifecycle support for the DVRS software;
(b) Detailing how the software is managed to ensure current and future compatibility.
- B19.14 The Bidder should describe the renewal process for any support and maintenance contracts.
- B19.15 The Bidder should describe available maintenance plans and technical support programs available for subsequent future years.
- B19.16 The Bidder should provide an estimate of maintenance costs for the first five years of operation.

B20. INSTALLATION AND TRAINING AND DOCUMENTATION

- B20.1 The Bidder should describe the methodology, standards and requirements for solution installation.
- B20.2 The Bidder should describe the installation plan including step-by-step procedures for the installation of the systems. The plan should outline any work that can be completed before the installation of the fixed equipment. The plan shall outline the expected manpower requirement for the installation of the systems.
- B20.3 The Bidder should detail physical space requirements for all elements of the systems.
- B20.4 The Bidder should describe the effort required by the Winnipeg Police Service to support the solution installation.

- B20.5 The Bidder should describe details and methods of training plan included with the proposed solution for all users including but not limited to:
- (a) System Administrators/Supervisors/Quality Assurance Staff;
 - (b) Search and Replay Users;
 - (c) Instant Recall Users;
 - (d) In-house Support Technicians and Information Technology Staff.
- B20.6 The Bidder should define the content of the courses to be provided and a training schedule outlining the hours required for each course.
- B20.7 For the purposes of pricing and evaluation, the Bidder should assume a class size of 12 for the user level training; a class size of 12 for the administrator level and a class size of 6 for the maintenance/support level.
- B20.8 The Bidder should provide details of on-line or other training methods available.
- B20.9 Note: All DVRS manuals and as-built documentation must be provided in hard copy AND pdf format upon final acceptance.

B21. DISCLOSURE

- B21.1 Various Persons provided information or services with respect to this Work. In the City's opinion, this relationship or association does not create a conflict of interest because of this full disclosure. Where applicable, additional material available as a result of contact with these Persons is listed below.
- B21.2 The Persons are:
- (a) CVDS Inc.;
 - (b) NICE Systems Inc.;
 - (c) Eventide Inc.

B22. QUALIFICATION

- B22.1 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.
- B22.2 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>
- B22.3 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 PART F - .

B22.4 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.

B22.5 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.

B23. OPENING OF PROPOSALS AND RELEASE OF INFORMATION

B23.1 Proposals will not be opened publicly.

B23.2 After award of Contract, the names of the Bidders and the Contract amount of the successful Bidder 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/>

B23.3 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.

B24. IRREVOCABLE OFFER

B24.1 The Proposal(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 10 of Form A: Proposal.

B24.2 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.

B25. WITHDRAWAL OF OFFERS

B25.1 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.

B25.1.1 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.

B25.1.2 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.

B25.1.3 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 B25.1.3(b), declare the Proposal withdrawn.

B25.2 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 B24.2 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.

B26. INTERVIEWS

B26.1 The Contract Administrator may, in his/her sole discretion, interview Bidders during the evaluation process.

B26.2 The Contract Administrator may, in his/her sole discretion, request demonstrations of any product to be considered in this Request for Proposal.

B27. NEGOTIATIONS

B27.1 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.

B27.2 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.

B27.3 If, in the course of negotiations pursuant to B27.2 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.

B28. EVALUATION OF PROPOSALS

B28.5 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: (pass/fail)
- (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B11: (pass/fail)
- (c) Total Bid Price; 40%
- (d) Bidder Profile and Value Added Reseller Profile; 5%;
- (e) Functional Requirements; 10%;
- (f) Technical Requirements; 10%;
- (g) Proposed Solution and Recommended Architecture; 15%;
- (h) Hardware Requirements 5%;
- (i) Network Requirements 5%;
- (j) Support and Maintenance; 5%;
- (k) Installation and Training and Documentation. 5%;
- (l) economic analysis of any approved alternative pursuant to B7.

B28.6 Further to B28.5(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.

- B28.7 Further to B28.5(b), the Award Authority shall reject any Proposal submitted by a Bidder who does not demonstrate, in its Proposal or in other information required to be submitted, that it is responsible and qualified.
- B28.8 Further to B28.5(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.
- B28.8.1 Further to B28.5(a), in the event that a unit price is not provided on Form B: Prices, the City may determine the unit price by dividing the Amount (extended price) by the approximate quantity, for the purposes of evaluation and payment.
- B28.9 Further to B28.5(d), Bidder Profile will be evaluated considering the information submitted in response to B12.
- B28.10 Further to B28.5(d), Value Added Reseller Profile will be evaluated considering the information submitted in response to B13.
- B28.11 Further to B28.5(e), Functional Requirements will be evaluated considering the information submitted in response to B14.
- B28.12 Further to B28.5(f), Technical Requirements will be evaluated considering the information submitted in response to B15.
- B28.13 Further to B28.5(g) Proposed Solution and Recommended Architecture will be evaluated considering the information submitted in response to B16.
- B28.14 Further to B28.5(h), Hardware Requirements will be evaluated considering the information submitted in response to B17.
- B28.15 Further to B28.5(i), Network Requirements will be evaluated considering the information submitted in response to B18.
- B28.16 Further to B28.5(j), Support and Maintenance will be evaluated considering the information submitted in response to B19.
- B28.17 Further to B28.5(k), Training and Documentation will be evaluated considering the information submitted in response to B19.
- B28.18 Notwithstanding B28.5(d) to B28.5(k), where Bidders fail to provide a response to B8.2(a) to B8.2(i), the score of zero may be assigned to the incomplete part of the response.
- B28.19 This Contract will be awarded as a whole.
- B28.20 If, in the sole opinion of the City, a Proposal does not achieve a pass rating for B28.5(a) and B28.5(b), the Proposal will be determined to be non-responsive and will not be further evaluated.

B29. AWARD OF CONTRACT

- B29.1 The City will give notice of the award of the Contract or will give notice that no award will be made.
- B29.2 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.
- B29.2.1 Without limiting the generality of B29.2, 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.

- B29.3 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 B28.
- B29.4 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.
- B29.5 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.
- B29.6 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) 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 provision of audio logging equipment at both the Primary Site (345 Smith St, Wpg) as well as at a Secondary Site (700 Assiniboine Park Drive, Wpg) plus (1) year of support, for the period from award of Contract with the option of four (4) mutually agreed upon one (1) year extensions for the support.

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 anniversary of support start date 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) Supply and install a Primary Site Recorder – Main Unit at 345 Smith St in Winnipeg.
- (b) Supply and install a Primary Site Recorder – Back-up Unit at 345 Smith St in Winnipeg.
- (c) Supply and install a Secondary Site Recorder – Main Unit at 700 Assiniboine Park Dr in Winnipeg.
- (d) Supply and install a Secondary Site Recorder – Back-up Unit at 700 Assiniboine Park Dr in Winnipeg.
- (e) Supply and configure and install the Remote Access Users Interface Software at the Primary Site and the Secondary Site.
- (f) Provide Documentation and Training for User Level, Administration Level, System Maintenance Level staff.

D2.3 Notwithstanding D2, 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, 2014.

D2.4 Notwithstanding D2, 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

D3.1 When used in this Request for Proposal:

- (a) "AGC" means Automatic Gain Control;
- (b) "ALI" means Automatic Location Information;
- (c) "ANI" means Automatic Number Identification;
- (d) "CAD" means Computer Aided Dispatch;
- (e) "CTI" means Computer Telephony Integration;

- (f) "DTMF" means Dual Tone Multi Frequency;
- (g) "DVRS" means Digital Voice Recording System;
- (h) "ITS" means Information Technology Services;
- (i) "OS" means Operating System;
- (j) "PBX" means Private Branch Exchange;
- (k) "PRP" means Parallel Redundancy Protocol;
- (l) "QA" means Quality Assurance;
- (m) "SAN" means Storage Area Network;
- (n) "SIP" means Session Initiation Protocol;
- (o) "SIPrec" means Session Initiation Protocol recording;
- (p) "SNMP" means Simple Network Management Protocol;
- (q) "VAR" means Value Added Reseller;
- (r) "VOX" means Voice Operated Switching;
- (s) "WPS" means Winnipeg Police Service.

D4. CONTRACT ADMINISTRATOR

D4.1 The Contract Administrator is:

Cynthia Kirby
Supervisor of Communications
Winnipeg Police Service Division 36

Telephone No.: 204-226-2075

Facsimile No.: 204 986-7919

D4.2 Bids Submissions must be submitted to the address in B8.

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;

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.

SCHEDULE OF WORK

D9. COMMENCEMENT

D9.1 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.

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 D7;
 - (ii) evidence of the workers compensation coverage specified in C6.16;
 - (iii) evidence of the insurance specified in D8;
- (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.

D10. DELIVERY

D10.1 Goods shall be delivered within thirty (30) Calendar Day(s) of the placing of an order, f.o.b. destination, freight prepaid to:

Radio Shop
421 Osborne Street
Winnipeg MB Canada
R3L 2A2

D10.2 The Contractor shall confirm each delivery with the Contract Administrator or his/her/her designate, at least two (2) Business Days before delivery.

D10.3 Goods shall be delivered between 8:30 a.m. and 4:30 p.m. on Business Days.

D10.4 The Contractor shall off-load goods as directed at the delivery location.

D1. ORDERS

D1.1 The Contractor shall provide a local Winnipeg telephone number or a toll-free telephone number at which orders for delivery may be placed.

D2. RECORDS

D2.1 The Contractor shall keep detailed records of the goods supplied under the Contract.

D2.2 The Contractor shall record, as a minimum, for each item listed on Form B: Prices:

- (a) user name(s) and addresses;
- (b) order date(s);
- (c) delivery date(s); and
- (d) description and quantity of goods supplied.

D2.3 The Contractor shall provide the Contract Administrator with a copy of the records for each quarter year within fifteen (15) Calendar Days of a request of the Contract Administrator.

MEASUREMENT AND PAYMENT

D3. INVOICES

D3.1 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

D3.2 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, MRST, and any applicable environmental handling charges/fees identified and shown as separate amounts; and
- (f) the Contractor's GST registration number.

D3.3 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

D3.4 Bids Submissions must be submitted to the address in B8.

D4. PAYMENT

D4.1 Further to C10, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

D4.2 Further to C10, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

WARRANTY

D5. WARRANTY

D5.1 Warranty is as stated in C11.

PART E - SPECIFICATIONS

GENERAL

E1. APPLICABLE SPECIFICATIONS

- E1.1 These Specifications shall apply to the Work.
- E1.2 Bidders are reminded that requests for approval of substitutes as an approved equal or an approved alternative shall be made in accordance with B7.

E2. OBJECTIVE

- E2.1 Winnipeg Police Service (WPS) Division 36, Communications Division is seeking the provision of Digital Voice Recording Systems (DVRs). The Communications Division plans to purchase and have the Contractor install a new logging recording system for a new Primary Site (345 Smith St, Winnipeg, Mb) **AND** a new logging recording system for an existing Secondary Site (700 Assiniboine Park Drive, Winnipeg, Mb). The proposed systems shall be designed to automatically record and instantly playback telephone calls and radio traffic in a public safety environment. All proposals submitted for the DVRs's must meet or exceed the product specifications as outlined in this Request for Proposal.
- E2.2 The Digital Voice Recording System (DVRs) solution must record voice and radio communications at a new Primary Site (345 Smith St, Winnipeg, Mb) and an existing Secondary Site (700 Assiniboine Park Drive, Winnipeg, Mb), with the provision for redundancy of recording (back-up) **at each site**. Namely:
- (a) Primary Site:
 - (i) Main Logger Unit and associated Raid array;
 - (ii) Backup Logger Unit and associated Raid array;
 - (iii) Network Attached Storage Server;
 - (b) Secondary Site:
 - (i) Main Logger Unit and associated Raid array;
 - (ii) Backup Logger Unit and associated Raid array;
 - (iii) Network Attached Storage Server;
- E2.3 The Communications Division will be moving to the new Primary site at 345 Smith Street in 2015. The Primary site does **not** currently house a DVRs.
- E2.4 The specifications herein represent **the minimum acceptable** performance requirements when indicated as a must or shall.

E3. MINIMUM REQUIREMENTS

- E3.1 Environment Summary – Primary Site – 345 Smith St, Wpg, Mb.
- E3.1.1 The DVRs shall provide voice recording for telephone and radio voice traffic as follows:
- (a) A total minimum of 200 recorded channels, namely:
 - (i) 72 channels using analog phone instruments.
 - (ii) 58 channels using VOIP phone instruments, IP audio sources, IP consoles.
 - (iii) 70 channels for inputs from a P25 trunked radio system (10 dispatch consoles and 60 talkgroups).
 - (iv) Field expandable to at least 80 hard wired channels and 72 “soft” IP Channels at the Primary Site.
- E3.2 Environment Summary – Secondary Site – 700 Assiniboine Park, Wpg, Mb.

- E3.2.1 The DVRS shall provide voice recording for telephone and radio voice traffic as follows:
- (a) 48 channels using analog phone instruments.
 - (b) 58 channels using VOIP phone instruments, IP audio sources, IP consoles.
 - (c) 54 channels for inputs from a P25 trunked radio system (6 dispatch consoles and 48 talkgroups).
 - (d) Field expandable to at least 72 hard wired channels and 72 "soft" IP Channels at the Secondary Site.

E4. FUNCTIONAL REQUIREMENTS

- E4.1 This specification covers the requirements for an advanced Next Gen, NG-911 ready IP Enabled digital logging recorder/reproducer designed to provide recording of audio plus the time & date data and field expandable in channel increments.
- E4.2 The equipment furnished under this specification shall be designed for Public Safety operations performing continuous duty operation i.e. 24 hours per day, 365 days per year. The proposed equipment shall be based upon current technology with future expansion and upgrade capability. It shall be an all in one recording unit providing recording of analog, digital PBX, VoIP phones, IP Console/RoIP and P25 digital radio in the same recorder unit.
- E4.3 If multiple recorders are linked over the network, any remote workstation with rights must be able to search across multiple recorders in one step, as if they were one.
- E4.4 The DVRS's shall be capable of standalone unattended operation and automatic archiving per user defined schedule.
- E4.5 The system shall provide for orderly shutdown upon complete power outage when equipped with a smart UPS unit (not part of this contract). The system shall also automatically restart and return to last operating mode upon power restoration.
- E4.6 The system must provide boot up system test and ongoing self-checking tests.
- E4.7 The system must have the ability to record in a SIP (Session Initiated Protocol) environment.
- E4.8 The system shall be able to accept traffic from an Ethernet span port on a Cisco 2960S. The span port will send all SIP (signalling) and RTP (voice) traffic that goes over said Cisco switch towards the recorder. The recorder shall be able to interpret the SIP and RTP traffic so as to log and index accordingly.
- E4.9 The system shall be able to accept traffic from a minimum of two (2) Cisco 2960S switches per Site.
- E4.10 The proposed "logging" system must be a turnkey, self-contained unit. This indicates that all services, recorder hardware, and other needed software will be located in a single machine provided by the Contractor or in multiple machines all supplied by the Contractor with the exception of any Playback software. All units should have the same resiliency as any other.
- E4.11 The system must be equipped for its capabilities in such way that a new capability is acquired merely by purchase and installation of new port cards, circuit boards, license upgrades, software upgrades, etc.
- E4.12 The proposed system must be fault tolerant with redundancy built-in, including dual hot-swappable hard drives, power supplies, fans, utilizing appropriate RAID technology.
- E4.13 The system must have a buffer such as a hard disk where the data will reside before being sent to the archive system. No systems that use volatile RAM resources for short-term storage will be accepted.

- E4.14 The system must provide buffering of all audio, as it is recorded onto a hard disk and then copy the digitized audio onto a Network Attached Storage (NAS) at a user-selectable period.
- E4.15 Recording and Software
- E4.15.1 The system shall provide analogue record activation by VOX sensing, On/Off Hook detection, relay closure, external command, or continuous record on a per channel basis.
- E4.15.2 The system shall also support:
- (a) VoIP;
 - (b) IP Audio sources;
 - (c) IP Consoles;
 - (d) P25 Trunked Radios;
 - (e) Phone Instruments;
 - (f) Windows PC screens;
- E4.15.3 The system shall provide an option for IP Console Metadata capture into the call record database.
- E4.15.4 The system shall provide an option for P25 Trunked radio Metadata capture into the call record database.
- E4.15.5 The call records database employed by the system must have no size limitations with respect to its proper functionality in connection with the system.
- E4.15.6 The system, at a minimum, must capture and store in separate searchable fields DTMF, Caller ID information.
- E4.15.7 The system shall keep its time synchronized to a master clock. The acceptable time code (at a minimum) is NTP over Ethernet.
- E4.15.8 The system shall display the recording space left on record archive media in use.
- E4.15.9 The system shall display which channels are recording, ready to record or selected for live monitor through a color coded channel status display.
- E4.15.10 The system must display on one screen which channels are recording, which are not recording, and which channels are idle.
- E4.15.11 System AGC shall be selectable on a per channel basis.
- E4.15.12 When AGC is not desired during normal operation, it shall be possible to activate AGC during playback only.
- E4.15.13 The system analog telephone input should have an internal "beep" generator that can be enabled on a per channel basis, if automatic notification of recording is required.
- E4.16 Users and Software
- E4.16.1 If multiple digital recorders are employed in the system, the software should provide viewing and retrieval from all recorders in a unified manner from one user interface.
- E4.16.2 The user client software or web-based software shall be able to retrieve calls for playback from a Network Attached Storage server.
- E4.16.3 The proposed system must allow an operator to select any channel for real time monitoring.
- E4.17 Search/Replay and Software
- E4.17.1 The system shall provide search and retrieval of recorded audio from an archive media or from the on line hard disk or from a remote archive NAS or Network central archive storage unit.

- E4.17.2 The system must allow for simultaneous recording on all channels, playback on multiple remote workstations, and multiple channel playbacks without loss of any data and without deterioration to the rest of system processes.
- E4.17.3 The system must permit tagging calls or groups of calls from remote workstations on the LAN.
- E4.17.4 Search shall be initiated by multiple user selectable views. Search criteria shall be at least:
- (a) Time/Date;
 - (b) DTMF telephone number;
 - (c) Caller ID telephone number;
 - (d) Calls between certain times;
 - (e) Calls in the past relative to current time;
 - (f) Between specific dates;
 - (g) Call duration;
 - (h) Channel name;
 - (i) Tagged/protected calls;
 - (j) Radio ID;
 - (k) ANI/ALI, Trunk Radio or IP Console Metadata.
- E4.17.5 The compression ratio must be user-selectable. At least one of the options must be a non-proprietary compression to allow .WAV file format playback without any special decompressing or decoding proprietary software.
- E4.17.6 It shall be possible to convert the audio to standard .WAV file format or Audio CD format to be used as PC compatible audio files for emailing and copying to a CD-R or other recording media at the PC workstation.
- E4.17.7 System must be able to natively store records in standard audio format, including WAV, MP3. There shall be no need for any additional steps to create the audio file for records distribution by conversion from a proprietary format.
- E4.17.8 The system shall provide for channel naming from an attached workstation with the web-based application in order to facilitate the search and retrieval process.
- E4.17.9 The system shall provide for fast forward and fast rewind during playback.
- E4.17.10 The system shall provide for the continuous playback looping of an audio segment within a call, allowing the operator to continuously replay the same portion of a conversation to assist in transcribing or determining what was actually spoken during the recording.
- E4.17.11 The system shall provide the capability to skip forward to the next message or skip back to the previous message.
- E4.17.12 The system shall provide the capability to append notes to a message and save them with the message. Whenever the message is played back the notes shall display. No special word processor software shall be required for this function.
- E4.17.13 The system should provide the ability to playback a call or make a rerecording with spoken time.
- E4.17.14 The system should provide a redaction feature for making copies of incidents for distribution.
- E4.17.15 The system shall provide a speed control with pitch correction while playing messages.
- E4.18 Instant Recall
- E4.18.1 The system shall provide an Instant Recall function.

- E4.18.2 Instant Recall feature must be software based, to replay last user-selectable number of at least 60 minutes worth of recordings.
- E4.18.3 Instant playback shall be provided for 20 call taker/dispatcher positions at the Primary site. Similarly, a playback function for 20 call taker/dispatcher positions at the secondary site must be provided.
- E4.18.4 The instant Recall function access shall be limited to only the authorized channel access and timeframe based on a user account profile.
- E4.19 File Sharing/Security and Software
- E4.19.1 The system shall provide for multiple user profiles control access permissions down to the channel level and user role.
- E4.20 Quality Assurance
- E4.20.1 The system shall capture and store important information to facilitate management. This searchable history & error log information will include alerts, user passwords and profiles, user access audit trail, media library records etc.
- E4.20.2 The software should have built in, predefined and customizable reports, including summaries per channel, evaluation reports for call taker, and call processing performance.
- E4.21 Archiving/Storage
- E4.21.1 The system shall provide buffering of all recording on the logger hard drives and automatically transfer the recording to the archive media. The transfer will be automatic on a programmable basis.
- E4.21.2 The redundant internal hard drives must each have the storage capacity of at least 5,000 hours of recordings offering internal expansion capability to at least 10,000 hours without LAN archive access.
- E4.21.3 The system must be capable of retaining the last 5,000 hours' worth of most recent recordings on-line for instant access independent of the LAN access to any external storage devices.
- E4.21.4 The system must allow for playback from the system's internal hard drives or Network Attached Storage (NAS) without interruption of the recording process, regardless of the system's mode of operation.
- E4.21.5 The system shall have Hot Swap Raid5 within the system chassis.
- E4.21.6 The system shall be equipped with a minimum Raid5 hard drive buffer array to support a minimum of 700,000 channel hours of data for instant recall playback and buffering and shall be redundant **for each logger** at each site. The storage mandate shall provide call storage for a minimum of 4 years.
- E4.21.7 The system should be provided with a Network Access Storage Server with 3,000,000 channel hours.
- E4.21.8 The system shall support central archiving from multiple recording systems to one centrally located unit.
- E4.21.9 The proposed system must be capable of archiving independently on industry standard LAN attached storage devices
- E4.21.10 The system shall have USB flash drive archiving for the connection of USB based mass storage devices for making additional backup copies of calls.
- E4.21.11 The system shall be able to restore calls to the master database from an archive media, NAS server or USB mass storage device.
- E4.21.12 The system shall provide for the recording to a USB flash drive in either a sequential call by call or in a parallel timeframe mode in a merged file.

- E4.21.13 There should be optional removable media archiving for the system (example: USB Flash, DVD-RAM).
- E4.22 Alarms
- E4.22.1 User alarms must be configurable by the software. The system must be capable of generating multiple alarms, including visual, audible, and e-mail to assigned personnel. It must be possible to route alarms pertaining to different alarm conditions to different recipients.
- E4.22.2 The system must trigger an alarm for the following events:
- (a) Storage/archiving faults;
 - (b) System Faults;
 - (c) Power interruptions;
 - (d) Heat;
 - (e) Periods of channel inactivity. Any channels that have been idle for a user programmed length of time shall cause a system alert.
- E4.22.3 The system must have an alarm process for the following:
- (a) Warnings;
 - (b) Notifications;
 - (c) Logs;
 - (d) SNMP;
 - (e) Auditing.
- E4.22.4 The system shall display a warning when the storage media is nearing capacity.
- E4.22.5 The system should display an alarm or warning if an attempt is made to erase or re-record archived data.
- E4.22.6 Relay contacts should be available for remote indication of alarms. All external connections for alarm relays shall be made via the rear panel. Bidder shall describe if this option is available and what events can be monitored.

E5. TECHNICAL REQUIREMENTS

- E5.1 The system shall be based on "Purpose built" hardware and not consumer quality sound cards on a PC platform.
- E5.2 The hardware used for the input channels shall be purpose built by the system manufacturer. Generic commercially available cards or modules will not be acceptable.
- E5.3 The system shall conform to all CSA and City of Winnipeg Electrical Codes. Where applicable, all equipment shall utilize UL/CSA approved power supplies.
- E5.4 The system shall provide boot up system test and ongoing self-checking tests.
- E5.5 The system shall maintain an internal error log for all system alerts and error messages.
- E5.6 The system shall provide the ability for on line remote diagnostics via a USB modem or Internet connection.
- E5.7 All audio inputs shall be via the rear panel of the audio logging system.
- E5.8 Proposed Solution and Recommended Architecture
- E5.8.1 The system architecture shall be based on an industrial rack mount server - client design where all calls are maintained on a central server.

- E5.8.2 The system shall provide the current industry standard for Next Generation 9-1-1 interfaces.
- E5.8.3 The system architecture shall provide for future scalability to support:
- (a) VoIP;
 - (b) Future media including "texting";
 - (c) Satellite Police Stations at other locations such that if multiple recorders are linked over the network, any remote workstation with rights must be able to search across multiple recorders in one step, as if they were one.

E6. HARDWARE REQUIREMENTS

- E6.1 The system shall be equipped with hot swap redundant power supplies.
- E6.2 The system shall be a standard 19 inch rack (4 post) mountable configuration.
- E6.3 System power requirements shall be 115 VAC, 15 amps.
- E6.4 All electronic circuits shall be of modern design and construction, arranged for quick replacement on plug-in cards.
- E6.5 System input impedance shall be 10Kohm, balanced bridge & DC blocked.
- E6.6 The system shall accept audio levels between -40dB to +10dB.
- E6.7 The system shall be capable of direct connect to various record inputs, all from one chassis. These inputs shall be:
- (a) Analog Telephone Lines/Stations; including the analog voice and digital data signals direct from a Meridian Centrex system.
 - (b) Analog 2-way Radio;
 - (c) VoIP Telephone Stations;
 - (d) IP Console Feeds;
 - (e) NG-911 SIPrec Invite (Session Initiation Protocol recording);
 - (f) P25 Trunked Radio.

E7. NETWORK REQUIREMENTS

- E7.1 The logging system shall provide network server functionality for remote access from any Windows PC Workstation on the network with an application for search & retrieval as well as Administration/Setup.
- E7.2 The system shall support multiple 10/100/1000MB Base-T interfaces for remote Ethernet access.
- E7.3 Access from PC/clients shall be over an Ethernet connection.
- E7.4 The system shall allow remote monitoring & configuration via a web- based application from any Windows workstation through a LAN connection.
- E7.5 The system shall allow for a minimum of 5 simultaneous remote client connections to the central server. These 5 client connections shall be a combination of either reviewers/archivers and/or instant recall users.
- E7.6 The system shall allow for a Live Monitor function from each client or Web-based application with a minimum of 10 simultaneous channels selected.

- E7.7 The Live Monitor function access shall be limited to only the authorized channel access based on a user account profile.
- E7.8 Support and Maintenance
- E7.8.1 All hardware provided by the Bidder as part of the proposed system shall be covered by an initial one-year warranty on parts and labor and service (minimum), and shall be included in the system cost.
- E7.8.2 All Bidder software provided shall include an initial twelve-month warranty to ensure operational integrity. The initial warranty should include 24/7 toll-free helpdesk support, remote diagnostic support via remote connection, and software service pack updates.
- E7.8.3 Bidder shall guarantee parts availability for all items under this specification for a period of at least 3 years from date of acceptance.
- E7.8.4 Maintenance and updates to the DVRS hardware, firmware or software, shall not alter the call records database. If required, a procedure should be available to migrate the database as future changes are implemented.
- E7.8.5 The Bidder shall provide the details and costs, if any, to extend the maintenance and support for years two (2) through five (5).
- E7.9 Installation and Training and Documentation
- E7.9.1 The Contractor shall utilize factory certified technicians for the hardware and software and programming installation and commissioning of the systems at both sites.
- E7.9.2 The City of Winnipeg shall provide all termination points for the inputs to the logging systems at both sites. For the purpose of pricing and evaluation, assume that City of Winnipeg termination points are 200 feet (60 meters) away from logging system locations.
- E7.9.3 The City of Winnipeg will supply and install all necessary AC outlets.
- E7.9.4 The Contractor shall provide labour, tools, equipment, parts and accessories required to install the logging systems. Contractor personnel will unpack the equipment and position the system in the designated location.
- E7.9.5 The Contractor will make the connections to telephone lines and radio channels to terminal blocks.
- E7.9.6 The Contractor shall include in the installation pricing, all necessary cabling, labels, termination blocks and connections, and labour, including programming of all hardware and software of the logging systems.
- E7.9.7 The Contractor is responsible for determining:
- (a) The location, nature, quality and quantity of the materials to be employed in the installation work.
 - (b) All matters concerning access to the sites, power supplies, location of existing services, utilities or materials necessary for the completion of the work; and
 - (c) All other matters which could in any way affect the installation work.
 - (d) All cabling used in the installation shall be fire tray rated as appropriately conforming to local City of Winnipeg Electrical Codes and CSA codes.
- E7.9.8 Delivery, set-up and installation of the system shall be performed during normal daytime working hours.
- E7.9.9 The Contractor shall utilize factory certified technicians for the user training of the systems.
- E7.9.10 The Contractor shall provide training for the user groups including:
- (a) First Line Technical and Support Technicians for in house self-support of the systems.
 - (b) Administrator / Supervisor training including media handling, system administration, Client software use.

(c) Console operator training including Instant Recall use.

- E7.9.11 The Contractor shall document all systems settings and leave a hard copy record on site with the manuals.
- E7.9.12 The Contractor shall supply the following manuals in hard copy (four copies) AND in pdf electronic format:
- (a) Logger User Guide and Configuration
 - (b) Client/Web-Based software User Guide
 - (c) Logger Service Manual
- E7.9.13 The Contractor shall supply the manuals in a PDF softcopy and grant unlimited user copy privileges.
- E7.9.14 The City of Winnipeg reserves the right to copy all documentation for internal purposes.

PART F - SECURITY CLEARANCE

F1. SECURITY CLEARANCE

- F1.1 The City will conduct a Level Two Security Clearance Check, for any individual proposed to perform Work under the Contract at Winnipeg Police Service facilities.
- F1.2 The Contractor shall provide the Contract Administrator with a list of individuals proposed to perform Work under the Contract at Winnipeg Police Service facilities:
- (a) within five (5) Business Days of the Award of Contract; or
 - (b) in the case of additional or replacement individuals during the term of the Contract, at least thirty (30) Calendar Days before each individual is proposed to commence Work at Winnipeg Police Service facilities.
- F1.3 Each individual proposed to perform Work under the Contract at Winnipeg Police Service facilities shall provide:
- (a) A list of names (including maiden names), addresses, dates of birth, and telephone numbers and occupations of all immediate family members (including parents) and their spouses/common law. Include your spouse/common law boyfriends, girlfriends and their family members. This includes stepbrothers, stepsisters, half-brothers and half-sisters. This list should be typed in the following format:

John James SMITH	Dob: 45 Aug 24 (father)
123 Anywhere Street	555-555-5555
Winnipeg, Manitoba	
 - (b) A list of names, dates of birth, addresses and telephone numbers and occupations of at least four (4) of your closest friends. This list should be typed in the following format:

John James SMITH	Dob: 45 Aug 24 (father)
123 Anywhere Street	555-555-5555
Winnipeg, Manitoba	
 - (c) The name of the immediate supervisor title or position within their organization, and telephone number, mailing address and email address.
 - (d) A list of all past addresses.
 - (e) Photocopies to two valid pieces of identification:
 - (i) valid photo driver's license,
 - (ii) valid passport or,
 - (iii) birth certificate.
 - (f) A completed Form P-608: Security Clearance Check authorization form. Form P-608 must be signed and dated.
 - (i) Signature of Witness shall be signed by the contact person stated on Paragraph 3 Form A: Bid.
- F1.4 Each individual shall submit the required information and form to the Winnipeg Police Service Division 30 Clerk at Main Floor, 151 Princess Street:
- (a) within five (5) Business Days of the Award of Contract; or
 - (b) in the case of an additional or replacement individual during the term of the Contract, at least thirty (30) Calendar Days before the individual is proposed to commence Work at Winnipeg Police Service facilities.
- F1.5 Any individual for whom a satisfactory Level Two Security Clearance is not obtained will not be permitted to perform any Work within Winnipeg Police Service facilities.
- F1.6 Any satisfactory Security Clearance obtained thereby will be deemed valid for one (1) year from the date of clearance, subject to a repeated Security Clearance Check as hereinafter specified.

(a) Each individual doing Work in a Winnipeg Police Service Facility shall provide photo identification upon entry, in order that their Level Two security clearance can be verified.

F1.7 Notwithstanding the foregoing, at any time during the term of the Contract, the City may, at its sole discretion and acting reasonably, require a further Security Clearance Check. Any individual who fails to obtain a satisfactory Security Clearance Check as a result of a repeated Security Clearance Check will not be permitted to continue to perform Work under the Contract at Winnipeg Police Service Facilities.

F1.8 Any individual who fails to obtain a satisfactory Security Clearance Check may request reconsideration by writing to:
Winnipeg Police Service
Division 30 Services
Attn: Service Security Officer
151 Princess Street
Winnipeg, Manitoba
R3B 1L1

