



THE CITY OF WINNIPEG

REQUEST FOR PROPOSAL

RFP NO. 1057-2017

**SUPPLY, DELIVERY AND INSTALLATION OF VOICE OVER INTERNET
PROTOCOL (VOIP) SYSTEM**

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

B1.2 SUPPLY, DELIVERY AND INSTALLATION OF VOICE OVER INTERNET PROTOCOL (VOIP) SYSTEM

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline is 12:00 noon Winnipeg time, January 5, 2018.

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. PROPONENT'S CONFERENCE

B3.1 The Contract Administrator will hold a Proponents' conference at 10:00am on December 12, 2017 at:

Materials Management Office

Bid Opening Room

Main Floor

185 King St.

Winnipeg, Manitoba R3B 1J1

B3.2 The Proponent is advised that, at the Proponents' conference, any elements of the RFP requiring clarification will be addressed.

B3.3 The Proponent shall not be entitled to rely on any information or interpretation received at the Proponents' conference unless that information or interpretation is provided by the Contract Administrator in writing.

B3.4 Although attendance at the Proponent's Conference is not mandatory, the City strongly suggests that Proponents attend.

B3.5 The Proponents willing to participate via conference call should register for the Proponent's conference 24 hours or more in advance with the Contract Administrator and a telephone bridge number will be forwarded to them at that time.

B4. ENQUIRIES

B4.1 All enquiries shall be directed to the Contract Administrator identified in D7.1.

B4.2 If the Proponent finds errors, discrepancies or omissions in the Request for Proposal, or is unsure of the meaning or intent of any provision therein, the Proponent 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 Proponent is unsure of the meaning or intent of any provision therein, the Proponent 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 Proponents 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 Proponent who made the enquiry.
- B4.6 All correspondence or contact by Proponents with the City in respect of this RFP must be directly and only with the Contract Administrator. Failure to restrict correspondence and contact to the Contract Administrator may result in the rejection of the Proponents Proposal Submission.
- B4.7 The Proponent shall not be entitled to rely on any response or interpretation received pursuant to B4 unless that response or interpretation is provided by the Contract Administrator in writing.

B5. CONFIDENTIALITY

- B5.1 Information provided to a Proponent by the City or acquired by a Proponent 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 Proponent before receipt hereof; or
 - (b) becomes publicly known other than through the Proponent; or
 - (c) is disclosed pursuant to the requirements of a governmental authority or judicial order.
- B5.2 The Proponent 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 Proponent 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 Proponent 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 Plant, Materials and methods 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 five (5) Business Days prior to the Submission Deadline.

- B7.4 The Proponent 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 Plant, Material or method 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 Proponent 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 Proponents. The Proponent 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 Proponent 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 Proponent 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 B25.
- B7.9 No later claim by the Contractor for an addition to the Total Bid Price because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.

B8. PROPOSAL SUBMISSION

- B8.1 The Proposal shall consist of the following components:
- (a) Form A: Proposal;
 - (b) Form B: Prices; and
 - (c) Mandatory Requirements in accordance with B11 (Section C)
- B8.2 The Proposal should also consist of the following components:
- (a) Non-Mandatory Requirements in accordance with B12 (Section D);
 - (b) Experience of Proponent and Subcontractors (Section E) in accordance with B13;
 - (c) Experience of Key Personnel Assigned to the Project (Section F), in accordance with B14;
 - (d) Project Understanding and Methodology (Section G) in accordance with B15;
 - (e) Project Schedule (Section H) in accordance with B16; and

(f) Value Added Services (Section I) in accordance with B17.

- 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 Proponent no later than the Submission Deadline, with all required entries made clearly and completely.
- 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 Proponent no later than the Submission Deadline, with all required entries made clearly and completely.
- B8.5 Proponents should submit one (1) unbound 8.5" x 11" original (marked "original") including drawings and eight (8) copies (copies can be in any size format) for sections identified in B8.1 and B8.2.
- B8.6 Proposal format, including type of binding, number of pages, size of pages and, font, etc., will not be regulated, except that the Proposal should contain a table of contents, page numbering and should be in the Sections identified above. Proponents 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.
- B8.7 Proponents are advised that inclusion of terms and conditions inconsistent with the Request for Proposal, will be evaluated in accordance with B25.1(a).
- B8.8 The Proposal shall be submitted enclosed and sealed in an envelope/package clearly marked with the RFP number and the Proponent's name and address.
- B8.9 Proposals submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.
- B8.10 Proposals shall be submitted to:
The City of Winnipeg
Corporate Finance Department
Materials Management Division
185 King Street, Main Floor
Winnipeg MB R3B 1J1
- B8.11 Any cost or expense incurred by the Proponent that is associated with the preparation of the Proposal shall be borne solely by the Proponent.

B9. PROPOSAL

- B9.1 The Proponent 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 Proponent is a sole proprietor carrying on business in his/her own name, his/her name shall be inserted;
 - (b) if the Proponent is a partnership, the full name of the partnership shall be inserted;
 - (c) if the Proponent is a corporation, the full name of the corporation shall be inserted;
 - (d) if the Proponent 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 Proponent shall identify a contact person who is authorized to represent the Proponent 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 Proponent is a sole proprietor carrying on business in his/her own name, it shall be signed by the Proponent;
 - (b) if the Proponent is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
 - (c) if the Proponent 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 Proponent 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 "Proponent" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Proponents in the Proposal and the Contract, when awarded, shall be both joint and several.

B10. PRICES

- B10.1 The Proponent shall state a price in Canadian funds for each item of the Work identified on Form B: Prices.
- B10.1.1 Notwithstanding C10.1.3, prices on Form B: Prices shall not include the Goods and Services Tax (GST) or Manitoba Retail Sales Tax (MRST, also known as PST), 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.
- B10.4 Payments to Non-Resident Contractors are subject to Non-Resident Withholding Tax pursuant to the Income Tax Act (Canada).

B11. MANDATORY REQUIREMENTS (SECTION C)

- B11.1 The Proponent shall:
- (a) Provide Data Analytics system;
 - (b) Provide Audio Logger Interface;
 - (c) Provide the location of the call within the building for 911 purposes;
 - (d) Provide SIP enabled System;
 - (e) Configure WPS and WFPS Systems to securely interface with each other; (e.g. to support 4 digits dialing)
 - (f) Provide a backup solution in case the SIP trunk fails from the ISP and it must meet Public Safety uptime standards (99.9999%);
 - (g) Provide 24x7 remote support with 2 hours response time;
 - (h) Provide technical and administrative training on the new VoIP system;
 - (i) Provide softphone client that supports at the minimum Windows 7 and 10 OSs;
 - (j) Work with separate units to configure their IVRs, Queues and talk groups as required;

- (k) Be able to provide at least five year warranty and maintenance and support for the VoIP system; and
- (l) Be compatible with Harris Symphony SIP based interface.

B12. NON MANDATORY REQUIREMENTS (SECTION D)

B12.1 Proponent should complete Form N: Non-Mandatory Requirements, making all required entries.

- (a) Provide Softphones support;
- (b) Support Calls encryption;
- (c) Should make sure that the VoIP system is Expandable to future off-site locations;
- (d) Include at least 2 seats (up to 5) of official training and certification on CISCO (or equivalent in accordance with B7) VoIP for WPS and at least 2 seats (up to 5) for WFPS;
- (e) Should configure WPS and WFPS Systems to support 4 digits dialing with all other City departments; and
- (f) Should assist in ordering, configuring and implementing redundant SIP service.

B13. EXPERIENCE OF PROPONENT AND SUBCONTRACTORS (SECTION E)

B13.1 Proposals should include:

- (a) details demonstrating the history and experience of the Proponent and Subcontractors in providing programming; design, configuration, implementation, installation and contract administration services on up to three projects in last 5 years of similar complexity, scope and value. At least one of the projects should be from Public Safety sector (e.g. Police, Fire, EMS and critical infrastructure).

B13.2 For each project listed in B13.1(a), the Proponent should submit:

- (a) description of the project;
- (b) role of the contractor;
- (c) project owner; and
- (d) reference information (two current names with telephone numbers per project).

B13.2.1 Where applicable, information should be separated into Proponent and Subcontractor project listings.

B13.3 The Proposal should include general firm profile information, including years in business, average volume of work, number of employees and other pertinent information for the Proponent and all Subcontractors.

B14. EXPERIENCE OF KEY PERSONNEL ASSIGNED TO THE PROJECT (SECTION F)

B14.1 Describe your approach to overall team formation and coordination of team members.

B14.1.1 Include an organizational chart for the Project.

B14.2 Submit the experience and qualifications of the Key Personnel assigned to the Project for projects of similar complexity, scope and value, including the principals-in-charge, the Contractors Representative, managers of the key disciplines and system designers. Include educational background and degrees, professional recognition, job title, years of experience in current position, and years of experience with existing employer. Roles of each of the Key Personnel in the Project should be identified in the organizational chart referred to in B14.1.1.

B14.3 For each person identified, list at least two comparable projects in which they have played a primary role. If a project selected for a key person is included in B13, provide only the project name and the role of the key person. For other projects provide the following:

- (a) Description of project;
- (b) Role of the person;
- (c) Project Owner;
- (d) Reference information (two current names with telephone numbers per project).

B15. PROJECT UNDERSTANDING AND METHODOLOGY (SECTION G)

- B15.1 Describe your firm's project management approach and team organization during the performance of Services, so that the evaluation committee has a clear understanding of the methods the Proponent will use in the delivery of this Project.
- B15.2 Methodology should be presented in accordance with the Scope of Services identified in D2. Describe the collaborative process/method to be used by the Key Personnel of the team in the various phases of the Project.
- B15.3 Proposals should address:
- (a) the team's understanding of the broad functional and technical requirements;
 - (b) the City's Project methodology with respect to the information provided within this RFP; and
 - (c) any other issue that conveys your team's understanding of the Project requirements.
- B15.4 For each person identified in B14.2, list the percent of time to be dedicated to the Project in accordance with the Scope of Services identified in D2.

B16. PROJECT SCHEDULE (SECTION H)

- B16.1 Proponents should present a carefully considered Critical Path Method schedule using Microsoft Project or similar project management software, complete with resource assignments (key designers), durations (weekly timescale) and milestone dates or events. The schedule should address each requirement of the Scope of Services.
- B16.2 The Proponent's schedule should include critical dates for review and approval processes by the City and other organizations anticipated during the design and tendering phases of the Project. Reasonable times should be allowed for completion of these processes.
- B16.3 The Proponent should provide separate implementation plan and schedule for WPS and WFPS with specific roles and responsibilities of key personnel and City staff.

B17. VALUE ADDED SERVICES (SECTION I)

- B17.1 The Proponent should specify what value-added services or features are available with their Proposal beyond what has been specified in PART E - . The Proponent shall specify which section or sections that the value-add services are applicable to, and if there are any limits or conditions for their availability.

B18. DISCLOSURE

- B18.1 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.
- B18.2 The Persons are:
- (a) OnX
 - (b) BellMTS

- (c) Flexity

B19. QUALIFICATION

B19.1 The Proponent 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 Proponent does not carry on business in Manitoba, in the jurisdiction where the Proponent 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.

B19.2 The Proponent 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>

B19.3 The Proponent 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) upon request of the Contract Administrator , provide the Security Clearances in accordance with PART F - .

B19.4 The Proponent 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 Proponent and of any proposed Subcontractor.

B19.5 The Proponent shall provide, on the request of the Contract Administrator, full access to any of the Proponent's equipment and facilities to confirm, to the Contract Administrator's satisfaction, that the Proponent's equipment and facilities are adequate to perform the Work.

B20. OPENING OF PROPOSALS AND RELEASE OF INFORMATION

B20.1 Proposals will not be opened publicly.

B20.2 After award of Contract, the names of the Proponents and the Contract amount of the successful Proponent 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/>

B20.3 To the extent permitted, the City shall treat all Proposal Submissions as confidential, however the Proponent is advised that any information contained in any Proposal Submission may be released if required by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law or by City policy or procedures (which may include access by members of City Council).

B20.4 Following the award of Contract, a Proponent will be provided with information related to the evaluation of his/her submission upon written request to the Contract Administrator.

B21. IRREVOCABLE OFFER

B21.1 The Proposal(s) submitted by the Proponent shall be irrevocable for the time period specified in Paragraph 10 of Form A: Proposal.

B21.2 The acceptance by the City of any Proposal shall not release the Proposals of the other responsive Proponents and these Proponents shall be bound by their offers on such Work until a Contract for the Work has been duly executed and the performance security furnished as herein provided, but any offer shall be deemed to have lapsed unless accepted within the time period specified in Paragraph 10 of Form A: Proposal.

B22. WITHDRAWAL OF OFFERS

B22.1 A Proponent may withdraw his/her Proposal without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.

B22.1.1 Notwithstanding C21.6, 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.

B22.1.2 The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Proposal or the Proponent's authorized representatives named in Paragraph 11 of Form A: Proposal, and only such person, has authority to give notice of withdrawal.

B22.1.3 If a Proponent 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 Proponent'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 B22.1.3(b), declare the Proposal withdrawn.

B22.2 A Proponent who withdraws his/her Proposal after the Submission Deadline but before his/her offer has been released or has lapsed as provided for in B21.2 shall be liable for such damages as are imposed upon the Proponent 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.

B23. INTERVIEWS

B23.1 The Contract Administrator may, in his/her sole discretion, interview Proponents during the evaluation process.

B23.2 The Contract Administrator may, in his/her sole discretion, ask Proponents to provide product demonstrations to given scenarios.

B24. NEGOTIATIONS

B24.1 The City reserves the right to negotiate details of the Contract with any Proponent. Proponents are advised to present their best offer, not a starting point for negotiations in their Proposal Submission.

B24.2 The City may negotiate with the Proponents submitting, in the City's opinion, the most advantageous Proposals. The City may enter into negotiations with one or more Proponents without being obligated to offer the same opportunity to any other Proponents. Negotiations may be concurrent and will involve each Proponent individually. The City shall incur no liability to any Proponent as a result of such negotiations.

B24.3 If, in the course of negotiations pursuant to B24.2 or otherwise, the Proponent 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 Proponent from the Proposal as originally submitted.

B25. EVALUATION OF PROPOSALS

B25.1 Award of the Contract shall be based on the following evaluation criteria:

- (a) compliance by the Proponent with the requirements of the Request for Proposal or acceptable deviation therefrom: (pass/fail)
- (b) qualifications of the Proponent and the Subcontractors, if any, pursuant to B19: (pass/fail)
- (c) Mandatory Requirements (pass/fail)
- (d) Total Bid Price; 40%
- (e) Non-Mandatory Requirements 15%
- (f) Experience of Proponent and Subcontractor; (Section E) 10%
- (g) Experience of Key Personnel Assigned to the Project; (Section F) 5%
- (h) Project Understanding and Methodology (Section G) 20%
- (i) Project Schedule. (Section H) 5%
- (j) Value-Added Services (Section I) 5%

B25.2 Further to B25.1(a) and B25.1(c), the Award Authority may reject a Proposal as being non-responsive if the Proposal 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.

B25.3 Further to B25.1(b), the Award Authority shall reject any Proposal submitted by a Proponent who does not demonstrate, in his/her Proposal or in other information required to be submitted, that he/she is responsible and qualified.

B25.4 Further to B25.1(d), the Total Bid Price shall be the sum of the quantities multiplied by the unit prices for each item shown on Form B: Prices.

B25.5 Further to B25.1(e). Non-Mandatory Requirements will be evaluated considering the information requested and submitted in accordance with B12.

B25.6 Further to B25.1(f), Experience of Proponent and Subcontractors will be evaluated considering the experience of the organization on projects of similar size and complexity as well as other information requested and submitted in response to B13.

B25.7 Further to B25.1(g), Experience of Key Personnel Assigned to the Project will be evaluated considering the experience and qualifications of the Key Personnel and Subcontractor personnel on Projects of comparable size and complexity requested and submitted in response to B14.

B25.8 Further to B25.1(h), Project Understanding and Methodology will be evaluated considering your firm's understanding of the City's Project, project management approach and team organization requested and submitted in response to B15.

B25.9 Further to B25.1(i), Project Schedule will be evaluated considering the Proponent's ability to comply with the requirements of the Project requested and submitted in response to B16.

B25.10 Further to B25.1(j), Value Added Services will be evaluated considering the submission requested and submitted in response to B17.

B25.5 This Contract may be awarded as a whole (Alternative 1) or separately in sections (Alternative 2) as identified on Form B: Prices.

B25.5.1 Notwithstanding B2.1, the Proponent may, but is not required to, bid on both alternatives, or on any one or more sections in Alternative 2.

B25.5.2 Notwithstanding B26.3, the City shall not be obligated to award any section to the responsible Proponent submitting the most advantageous offer for that section and shall have the right to choose the alternative which is in its best interests. If the Proponent has not bid on both alternatives or on all sections in Alternative 2, 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 or section upon which he/she has not bid.

B25.6 If, in the sole opinion of the City, a Proposal does not achieve a pass rating for B25.1(a) and B25.1(b), the Proposal will be determined to be non-responsive and will not be further evaluated.

B25.7 Proposals will be evaluated considering the information in the Proposal Submission and any interviews held in accordance with B23.

B26. AWARD OF CONTRACT

B26.1 The City will give notice of the award of the Contract, or will give notice that no award will be made.

B26.2 The City will have no obligation to award a Contract to a Proponent, even though one or all of the Proponents are determined to be responsible and qualified, and the Proposals are determined to be responsive.

B26.2.1 Without limiting the generality of B26.2, 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.

B26.3 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Proponent submitting the most advantageous offer.

B26.3.1 Following the award of contract, a Proponent will be provided with information related to the evaluation of his/her Proposal upon written request to the Contract Administrator.

PART C - GENERAL CONDITIONS

C0. GENERAL CONDITIONS

- C0.1 The *General Conditions for the Combined Provision of Goods and Services (2017-02-17)* are applicable to the Work of the Contract.
- C0.1.1 The *General Conditions for the Combined Provision of Goods and Services* 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 Bid Opportunity to a section, clause or subclause with the prefix “**C**” designates a section, clause or subclause in the *General Conditions for the Combined Provision of Goods and Services*.

PART D - SUPPLEMENTAL CONDITIONS

GENERAL

D1. GENERAL CONDITIONS

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

D2. BACKGROUND

WINNIPEG POLICE SERVICE (WPS)

D2.1 The Winnipeg Police Service currently uses a Centrex based telephone system that is provided and operated by Bell MTS. The services currently running on the Centrex system in addition to all the regular administrative lines include mission critical areas such as the Communications Center public non-emergency phone lines, 911 Disaster Recovery back up phone lines, Communications Center Supervisor and Duty Office administrative lines, Central Reporting, Central Processing Unit, Direct Voice Entry, CPIC, General Patrol and Crime Divisions Sergeant lines.

D2.2 The current Centrex system is connected to the audio loggers and all calls are recorded.

D2.2.1 The current Centrex system is integrated to work through non-emergency Vesta ACD queue.

D2.3 The Winnipeg Police Service is replacing the legacy phone system with a new Voice over IP (VoIP) system on WPS HQ premise that gives users better call quality while vastly expanding the features offered to manage both incoming and outgoing phone calls, which ultimately will help improve the user's experience. VoIP will provide the Communication Center with better tools for Statistical Reporting System (Easy user interface and access by the users. Provide custom reports that includes detailed calls Data record), Enhanced police non-emergency call response service, Automatic Call Distribution (ACD), Interactive Voice Response (IVR), Auto Attendant and many more features that will make the user's experience better and easier.

D2.4 The new IP-PBX system will be scalable and initial target for WPS is 520 phone clients within WPS HQ, including mission critical areas, and Communications Center back up site located at 700 Assiniboine Park Drive.

D2.5 SIP Trunks will be provided and installed before the end of the VoIP System installation. Post Installation, User Acceptance Testing (UAT) will be performed to insure a proper sign off for the project.

D2.6 The City intends to have this system installed, configured and going live before the end of September 2018.

WINNIPEG FIRE PARAMEDIC SERVICE (WFPS)

D2.7 The Winnipeg Fire Paramedic Service (WFPS) Communication Branch serves the City of Winnipeg for EMS dispatch, Fire dispatch, and Inter-Facility Transfer coordination services. The telephony services currently in the Centre System includes a Centrex based system for communications with, Fire/EMS stations, hospitals, backup 9-1-1 lines, backup IFT lines, backup alarm lines, and all administrative phone lines.

D2.8 The WFPS Communication Branch is replacing this legacy phone systems with a new voice over IP (VoIP) system. The VoIP must provide the WFPS Communication Center with better tools for Statistical Reporting System (Easy user interface and access by the users. Provide custom reports that includes detailed calls Data record), Automatic Call Distribution (ACD),

Interactive Voice Response (IVR), Auto Attendant and many more features that will make the user's experience better and easier.

- D2.9 The new VoIP system must be a scalable and initial target for WFPS is to deploy Red phone system in thirty (30) fire stations, backup phone lines (9-1-1, IFT, and alarm), and dispatch phone lines at both WFPS Communication Centres.

D3. PROJECT OBJECTIVES

- D3.1 The Contractor shall:
- (a) configure and install the VoIP Servers into both Data Centers;
 - (b) ensure that both servers are synchronized and configured as per requirements;
 - (c) configure and activate the Voice network;
 - (d) configure VoIP phone sets and install on the test Group desks;
 - (e) perform user acceptance test;
 - (f) assist in ordering the SIP service;
 - (g) connect and configure the SIP service to the VoIP System; and
 - (h) assist in transferring PBX service to the VoIP system and configure all other required VoIP services.

D4. SCOPE OF SERVICES

- D4.1 The VoIP solutions provided by the Contractor should be separate for WPS and WFPS (No shared Infrastructure).
- D4.2 The Work to be done by the Contractor under the Contract shall consist of supply, delivery and installation of voice over internet protocol (VoIP) system, phone sets, VoIP Servers and Routers. Softphones and any other required equipment or services to complete the system.
- D4.3 The Contractor shall assist in configuring the pseudo ANI Database to locate calls within WPS buildings.
- D4.4 Contractor shall assist in ordering, configuring and implementing redundant SIP service to the VoIP system. The SIP trunks shall be ordered and installed to the VoIP system before the VoIP go live date.
- D4.5** The Contractor shall provide a full technical VoIP solution for WPS and WFPS separately depending on each requirement provided in PART E - .
- D4.6 The Work to be done under the Contract shall consist of Supply, Delivery, Installation, Warranty and Maintenance of Voice over Internet Protocol (VoIP) network services and hardware for the term of five (5) years beginning from date of award with the option to renew up to two (2) mutually agreed upon two(2) year extensions.
- D4.7 The project should not exceed 1 year from the date of award.
- D4.7.1 The City may negotiate the extension option with the Contractor within ninety (90) 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.
- D4.7.2 Changes resulting from such negotiations shall become effective on 1st day of the anniversary day of the respective year. Changes to the Contract shall not be implemented by the Contractor without written approval by the Contract Administrator.
- D4.8 The Work shall be done on an "as required" basis during the term of the Contract.
- D4.8.1 The type and quantity of Work to be performed under this Contract shall be as authorized from time to time by the Contract Administrator and/or Users.

- D4.8.2 Subject to C7.2, the City shall have no obligation under the Contract to purchase any quantity of any item in excess of its actual operational requirements.
- D4.9 Notwithstanding D4.5, 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. Proponents are advised that monies have been approved for work up to and including December 31, 2017.
- D4.10 Notwithstanding D4.5, 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.

WPS

- D4.11 The Contractor shall:
- (a) be responsible for providing, configuring and installing all servers and hardware;
 - (b) ensure that the system shall works with SIP trunks;
 - (c) be responsible for configuring existing WPS switches as required by the Contractor and for creating the database for Pseudo ANI for phone location recognition within the HQ building under the Contractor's directions;
 - (d) be installing the Softphone client software on WPS PCs;
 - (e) be configuring the phone sets and install them in their specific locations;
 - (f) provide training on technical and operation functions to WPS members;
 - (g) ensure that the SIP trunk to fail over to backup center automatically; and
 - (h) provide SLA 24/7 for any technical problems on the VoIP system.
- D4.12 WPS may provide Remote Access to the system for the Contractor to fix any issues, if required.
- D4.13 Main VoIP server shall reside at HQ and backup VoIP shall reside at 700 Assiniboine (Backup Data Center).

WFPS

- D4.14 The Contractor shall:
- (a) be responsible for providing, configuring and installing all the servers' hardware;
 - (b) ensure that the system works with SIP trunks;
 - (c) be responsible for providing, configuring and installing WFPS switches. 2 switches for each site (185 King and 700 APD) (24 PoE ports 10/100/1000Mbps) and 1 switch per Fire station (30) (8 port PoE 10/100Mbps);
 - (d) provide training on technical and operational functions to WFPS members;
 - (e) ensure that the SIP trunks to fail over to backup center automatically.
- D4.15 WFPS team shall be
- (a) installing the software client on WFPS PCs.
 - (b) configuring the phone sets and WFPS team shall be installing them in their specific locations.
- D4.16 Main VoIP server shall reside at 700 Assiniboine Main site and backup VoIP shall reside at Backup Data Center - at 185 King Street.

D5. COOPERATIVE PURCHASE

- D5.1 The Contractor is advised that this is a cooperative purchase.
- D5.2 The Contract Administrator may, from time to time during the term of the Contract, may approve other public sector organizations and utilities, including but not limited to municipalities, universities, schools and hospitals, to be participants in the cooperative purchase.
- D5.3 The Contract Administrator shall notify the Contractor of a potential participant and provide a list of the delivery locations, and estimated quantities.
- D5.4 If any location of the potential participant is more than ten (10) kilometers beyond the boundaries of The City of Winnipeg, the Contractor shall, within fifteen (15) Calendar Days of the written notice, notify the Contract Administrator of the amount of any additional delivery charge for the location.
- D5.5 If any additional delivery charges are identified by the Contractor, the potential participant may accept or decline to participate in the cooperative purchase.
- D5.6 The Contractor shall enter into a contract with each participant under the same terms and conditions as this Contract except:
- (a) supply under the contract shall not commence until the expiry or lawful termination of any other contract(s) binding the participant for the same services;
 - (b) a participant may specify a duration of Contract shorter than the duration of this Contract;
 - (c) a participant may specify that only some items under this Contract and/or less than its total requirement for an item are to be supplied under its contract; and
 - (d) any additional delivery charge identified and accepted in accordance with clause D5.4 and D5.5 shall apply.
- D5.7 Each participant shall be responsible for the administration of its contract and the fulfilment of its obligations under its contract. The City shall not incur any liability arising from any such contract.
- D5.8 No participant shall have the right or authority to effect a change in the contract, or of any other Participant in this Contract.

D6. DEFINITIONS

- D6.1 When used in this Request for Proposal:
- (a) “**ACD**” means Automatic Call Distribution
 - (b) “**ANI**” means Automatic Number Identification
 - (c) “**Backup IFT lines**” means Backup Inter-Facility Transfer lines
 - (d) “**CCR**” means Custom Call Routing
 - (e) “**CLID**” means Caller ID
 - (f) “**CPIC**” means Canadian Police Information Centre
 - (g) “**DECT**” means Digital Enhanced Cordless Telecommunications
 - (h) “**DID**” means Direct Inward Dial
 - (i) “**EMS**” means Emergency medical services
 - (j) “**HQ**” means Headquarter
 - (k) “**IP**” means Internet Protocol
 - (l) “**IP-PBX**” means Internet Protocol private branch exchange
 - (m) “**IVR**” means Interactive Voice Response

- (n) “**MPLS**” means Multiprotocol Label Switching
- (o) “**PC**” means Personal Computer
- (p) “**PoE**” means Power over Ethernet
- (q) “**Proponent**” means any Person or Persons submitting a Proposal for Goods and Services;
- (r) “**Pseudo ANI**” means Dialing Phone Location
- (s) “**QoS**” means Quality of Service
- (t) “**RJ11**” means Registered Jack 11
- (u) “**RJ45**” means Registered Jack 45
- (v) “**SIP**” means Session Initiation Protocol
- (w) “**SLA**” means Service Level Agreement
- (x) “**SMDR**” means Station Message Detailed Report
- (y) “**SNMP**” means Simple Network Management Protocol
- (z) “**SSH**” means Secure Shell
- (aa) “**UAT**” means User Acceptance Testing
- (bb) “**UC Voice Applications**” means Unified Communications voice applications
- (cc) “**USB**” means Universal Serial Bus
- (dd) “**VLAN**” means Virtual Local Area Network
- (ee) “**Voice over VPN**” means Voice over Virtual Private Network
- (ff) “**VoIP**” means Voice over Internet Protocol
- (gg) “**WFPS**” means Winnipeg Fire Paramedic Service
- (hh) “**WFPS PCs**” means Winnipeg Fire Paramedic Service Personal Computers
- (ii) “**WPS**” means Winnipeg Police Service
- (jj) “**WPS PCs**” means Winnipeg Police Service Personal Computers

D7. CONTRACT ADMINISTRATOR

D7.1 The Contract Administrator is:

Eyad Tobail

Telephone No. 204 986-6379

Email Address: etobail@winnipeg.ca

D7.2 At the pre-commencement meeting, the Contract Administrator shall identify additional personnel representing the Contract Administrator and their respective roles and responsibilities for the Work.

D7.3 Bids Submissions must be submitted to the address in B7.

D8. CONTRACTOR'S SUPERVISOR

D8.1 Further to C6.21, the Contractor shall employ and keep on the Work, at all times during the performance of the Work, a competent supervisor and assistants, if necessary, acceptable to the Contract Administrator. The supervisor shall represent the Contractor on the Site. The supervisor shall not be replaced without the prior consent of the Contract Administrator unless the supervisor proves to be unsatisfactory to the Contractor and ceases to be in his/her employ.

D8.2 Before commencement of Work, the Contractor shall identify his/her designated supervisor and any additional personnel representing the Contractor and their respective roles and responsibilities for the Work.

D8.2.1 Further to C5.5 Contract Administrator may give instructions or orders to the Contractor's supervisor and such instructions or orders shall be deemed to have been given to the Contractor.

D9. OWNERSHIP OF INFORMATION, CONFIDENTIALITY AND NON DISCLOSURE

D9.1 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.

D9.2 The Contractor shall not make any public announcements or press releases regarding the Contract, without the prior written authorization of the Contract Administrator.

D9.3 **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.

D9.4 A Contractor who violates any provision of D9 may be determined to be in breach of Contract.

D10. NOTICES

D10.1 Notwithstanding C21.3, all notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer.

D10.2 **Bid Submissions must not be submitted to this facsimile number. Bids must be submitted in accordance with B7.**

SUBMISSIONS

D11. AUTHORITY TO CARRY ON BUSINESS

D11.1 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.

D12. SAFE WORK PLAN

D12.1 The Contractor shall provide the Contract Administrator with a Safe Work Plan at least five (5) Business Days prior to the commencement of any Work on the Site but in no event later than the date specified in C4.1 for the return of the executed Contract.

D12.2 The Safe Work Plan should be prepared and submitted in the format shown in the City's template which is available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/safety/default.stm>

D13. INSURANCE

D13.1 The Contractor shall provide and maintain the following insurance coverage:

- (a) commercial general liability insurance, in the amount of at least two million dollars (\$2,000,000.00) inclusive, with The City of Winnipeg added as an additional insured; such

liability policy to also contain a cross-liability clause, non-owned automobile liability and products and completed operations cover, to remain in place at all times during the performance of the Work;

- (b) if 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 Service. 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.

D13.2 Deductibles shall be borne by the Contractor.

D13.3 The Contractor shall provide the Contract Administrator with a certificate(s) of insurance, in a form satisfactory to the City Solicitor, at least two (2) Business Days prior to the commencement of any Work on the Site.

D13.4 The Contractor shall not cancel, materially alter, or cause the policy to lapse without providing at least thirty (30) Calendar Days prior written notice to the Contract Administrator.

D13.5 The City shall have the right to alter the limits and/or coverages as reasonably required from time to time during the continuance of this agreement.

D14. SUBCONTRACTOR LIST

D14.1 The Contractor shall provide the Contract Administrator with a complete list of the Subcontractors whom the Contractor proposes to engage (Form J: Subcontractor List) at least two (2) Business Days prior to the commencement of any Work on the Site.

CONTROL OF WORK

D15. COMMENCEMENT

D15.1 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.

D15.2 The Contractor shall not commence any Work on the Site until:

- (a) the Contract Administrator has confirmed receipt and approval of:
 - (i) evidence of authority to carry on business specified in D11;
 - (ii) evidence of the workers compensation coverage specified in C6.14;
 - (iii) the Safe Work Plan specified in D12;
 - (iv) evidence of the insurance specified in D13; and
 - (v) the Subcontractor list specified in D14.
- (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.

D16. DELIVERY

D16.1 All the VoIP System hardware for WPS shall be delivered within sixty (60) Calendar Day(s) of the placing of an order, f.o.b. destination, freight prepaid to:

Winnipeg Police Service
245 Smith Street
Winnipeg, Manitoba R3C 0R6

D16.2 All the VoIP System hardware for WFPS shall be delivered within sixty (60) Calendar Day(s) of the placing of an order, f.o.b. destination, freight prepaid to:

Winnipeg Fire Paramedic Service

185 King Street, 2nd Floor
Winnipeg, MB R3B 1L1

- D16.3 The Contractor shall confirm each delivery with the Contract Administrator or his/her designate, at least two (2) Business Days before delivery.
- D16.4 Goods shall be delivered between 8:30 a.m. and 3:30 p.m. on Business Days.
- D16.5 The Contractor shall off-load goods as directed at the delivery location.
- D16.6 Installation and configuration as per D3 should be completed by the end of the project timeline (within 1 year of the Project's projected schedule).

MEASUREMENT AND PAYMENT

D17. INVOICES

- D17.1 Further to C10, the Contractor shall submit an invoice for each portion of Work performed 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
- D17.2 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 work performed;
 - (e) the amount payable with GST and MRST shown as separate amounts; and
 - (f) the Contractor's GST registration number.
- D17.3 The City shall bear no responsibility for delays in approval of invoices which are improperly submitted.
- D17.4 **Bid Submissions must not be submitted to the above facsimile number. Bids must be submitted in accordance with B7.**

D18. PAYMENT

- D18.1 Further to C10, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.
- D18.2 Further to C10, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

WARRANTY

D19. WARRANTY

- D19.1 Notwithstanding C11, Warranty and Maintenance shall be included for the first five (5) years beginning the date that the VoIP system goes live.

D19.2 After five (5) years, Maintenance may be extended with the Contractor to keep the system supported and updated as needed.

PART E - SPECIFICATIONS

GENERAL

E1. APPLICABLE SPECIFICATIONS

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

SECTION A - WPS

E2. SYSTEM SPECIFICATIONS - WPS

- E2.1 These Specifications shall apply to the provided VoIP System.
- E2.2 The VoIP solution shall:
- (a) be CISCO based or equivalent in accordance with B7;
 - (b) provide WPS and WFPS systems to securely interface with each other to support 4 digits dialing;
 - (c) assist in ordering, configuring and implementing redundant SIP service;
 - (d) run Cisco Unified Communications Manager or the Cisco Unified Communications Manager Express or equivalent in accordance with B7;
 - (e) include at least 2 seats (up to 5 seats) of official training and certification on CISCO (or equivalent in accordance with B7) VoIP for WPS;
 - (f) include professional services time to assist WPS with configuring the underlying Voice network as per best practices and include QoS and 802.1x pass through;
 - (g) provide a backup solution in case the SIP trunk fails from the ISP and it must meet Public Safety grade of service standards (99.9999%);
 - (h) be capable of scaling out to other district stations in the near future (connectivity through existing municipal MPLS);
 - (i) provide 24x7 remote support with 2 hours response time; and
 - (j) securely interconnect WPS and WFPS systems to the City VoIP System and use encrypted calls and 4 digit dialing feature which will not go through public network.
- E2.3 The VoIP system shall have:
- (a) Automatic call back;
 - (b) Unified Communication;
 - (c) Call Forward Busy / No Answer / All;
 - (d) Call Redirect;
 - (e) Call Hold / Release;
 - (f) Call Park / Pickup;
 - (g) Call Transfer;
 - (h) Multiple Calls per Line Appearance;
 - (i) Prime Line Select;
 - (j) Shared Extension on Multiple Phones;
 - (k) Bridged Call Appearances;

- (l) Call Appearance Manipulation (ability to change what the phone number displays for outgoing calls);
- (m) Speaker Phone Capable;
- (n) Auto / Speed Dial;
- (o) Programmable Buttons w/ paperless labels;
- (p) Extension Dialing between Locations;
- (q) Custom Call Routing CCR;
- (r) Find Me/Follow Me;
- (s) Remote Maintenance / Administration;
- (t) Consistent and excellent voice quality;
- (u) Automatic alternate routing;
- (v) Call forward capability to external numbers;
- (w) Voice mail;
- (x) Voice Mail Light Indicator;
- (y) Remote Handsets;
- (z) Voice over VPN;
- (aa) Integration with leading smart phones & tablets (enterprise support & products for mobile);
- (bb) SIP Client Capable;
- (cc) Ability to dial phone numbers from Outlook contacts;
- (dd) Automatic Number Identification (ANI);
- (ee) Dialing Phone Location (Pseudo ANI);
- (ff) Distinctive ring;
- (gg) Extension Mobility;
- (hh) Dial 911 AND/OR 9,911;
- (ii) Unified Messaging;
- (jj) Multiple greetings;
- (kk) Auto dial;
- (ll) Call display;
- (mm) Call log;
- (nn) Speed call;
- (oo) Remote access to phone;
- (pp) Call waiting;
- (qq) Last number redial;
- (rr) Message waiting;
- (ss) Ring again;
- (tt) Sim- ring or equivalent;
- (uu) Voice Conferencing 3 or more persons;
- (vv) Ability to dial internally using 4 or 5 digits;
- (ww) Direct Inward Dial (DID);
- (xx) Paging and Group Paging;
- (yy) Feature similar to transfer mailbox;
- (zz) Announcement service;

- (aaa) Additional features; (add more SIP Trunks as required)
- (bbb) Make/ Drop Conference;
- (ccc) Add On Conference ;
- (ddd) Mute/unmute line;
- (eee) Lock / unlock conference;
- (fff) Eject last caller who joined;
- (ggg) Extend conference; (when the moderator must leave early)
- (hhh) Increase / decrease conference volume;
- (iii) Increase / decrease microphone volume;
- (jjj) Music on hold, while waiting for moderator; (customer on hold music)
- (kkk) Announce total count; (optional)
- (lll) Announce join/leave; (optional)
- (mmm) Join/Leave tones; (optional)
- (nnn) Record Conference;
- (ooo) Data Record Analysis feature;
- (ppp) Enhanced 911 call response service;
- (qqq) Statistical Reporting System; (Easy user interface and access by the users. Provide custom reports that includes detailed calls Data record)
- (rrr) Night/ After Hours Service;
- (sss) Toll Charges, classes of service for Toll restriction;
- (ttt) SMDR; (Station Message Detailed Report)
- (uuu) Automatic Call;
- (vvv) ACD agent;
- (www) ACD Supervisor;
- (xxx) Interactive Voice;
- (yyy) Data package for the IVR with the ability to see date & time call reached the IVR, duration the caller was in the IVR, CLID (caller ID), prompt used to exit the IVR (and what that prompt is for);
- (zzz) Auto Attendant;
- (aaaa) Statistical; and
- (bbbb) Interface to non-emergency side of the Vesta VoIP System. (Airbus, managed by BellMTS).

E3. PHONES AND CONFERENCE PHONES - WPS

E3.1 The Phone sets shall

- (a) be Cisco 7841 or Avaya 9611G or equivalent in accordance with B7;
- (b) be Conference phones - Polycom Conference Phone IP 7000 or Cisco IP Conference Phone 8831 or equivalent in accordance with B7;
- (c) PoE enabled;
- (d) have a switch (2-port, capable of VLAN, 802.1x auth. compatibility) rather than a hub;
- (e) support 10/100/1000 on both ports;
- (f) have 4 programmable line keys;
- (g) have full duplex speakerphone (wideband);

- (h) have Standard Wideband audio;
- (i) be SNMP version 3 ready;
- (j) have a LCD/LED screen;
- (k) have optional hearing aid compatibility;
- (l) be headset compatible; and
- (m) offer wall-mount option.

E4. USB CORDED HEADSET

E4.1 USB Corded Headset shall:

- (a) have connectivity: Plug-and-play USB connectivity for PC or for IP desk phone;
- (b) have wideband audio quality – Frequency range up to 6,800 Hz: Superior sound clarity. Less need to ask people to repeat themselves;
- (c) have stereo sound (for duo speaker variant): Enjoy UC voice applications in stereo;
- (d) have noise-cancelling feature in microphone: Ensures superior sound clarity even in louder office environments. The recipient will not be able to hear noise from the speaker's surroundings;
- (e) have protection: Protects the user against sudden loud sounds;
- (f) have wearing style: Headband;
- (g) have choice of mono or duo speakers: Duo speakers for noisy offices, mono speaker for quiet work environments;
- (h) have call-control features on headset cord: Intuitive call-control unit with quick access to answer, end, mute and volume adjustment controls;
- (i) have flexible boom arm tip: Ensures optimal microphone positioning for noise-reduction;
- (j) be optimized for all leading UC platforms: Full functionality with the latest generation of softphones;
- (k) connect to PC; and
- (l) have noise cancelling.

E5. USB WIRELESS HEADSET

E5.1 USB Wireless Headset shall:

- (a) connect to PC;
- (b) have Wireless frequency: DECT 6.0, range up to 300 feet;
- (c) have audio performance: Wideband—up to 6,800Hz and using CAT-iq technology;
- (d) have hearing protection: protects against sound levels above 118dBA;
- (e) have talk time: Battery provides up to 6 hours;
- (f) have headset wearing style: Over-the-Ear; and
- (g) be UC Standard Version: Unified Communications standard version built for UC applications and softphones from Avaya, Cisco, IBM and more.

E6. PHONE RECEIVER CORD

E6.1 Standard curly phone cords for any landline or desk phone;

E6.2 RJ11 from both ends.

E7. SOFTPHONE SOFTWARE CLIENT

E7.1 Softphone Software client shall be CISCO Jabber or equivalent in accordance with B7.

E8. LOCATIONS

E8.1 These Specifications shall apply to the Work.

E8.2 The following are applicable to the Work:

WPS Location Address	Quantity of Phones
245 Smith Street	496
700 Assiniboine Drive	24

SECTION B - WFPS

E9. SYSTEM SPECIFICATIONS - WFPS

E9.1 These Specifications shall apply to the provided VoIP System.

E9.2 The VoIP solution shall

- (a) be CISCO based or equivalent in accordance with B7;
- (b) provide WPS and WFPS Systems to securely interface with each other to support 4 digits dialing;
- (c) assist in ordering, configuring and implementing redundant SIP service;
- (d) run Cisco Unified Communications Manager or the Cisco Unified Communications Manager Express or equivalent in accordance with B7;
- (e) include at least two seats (up to 5 seats) of official training and certification on CISCO (or equivalent in accordance with B7) VoIP for WPS and at least two seats (up to 5 seats) VoIP for WFPS;
- (f) include professional services time to assist WPS with configuring the underlying Voice network as per best practices should include QoS and 802.1x pass through;
- (g) provide a backup solution in case the SIP trunks fails from the ISP and it must meet Public Safety grade of service standards (99.9999%);
- (h) be capable of scaling out to other district stations in the near future (connectivity through existing municipal MPLS);
- (i) provide 24x7 remote support with 2 hours response time; and
- (j) securely interconnect WPS and WFPS systems to the City VoIP System and use encrypted calls and 4 digit dialing feature which will not go through public network.

E9.3 The VoIP system shall have:

- (a) Automatic call back;
- (b) Unified Communication;
- (c) Call Forward Busy / No Answer / All;
- (d) Call Redirect;
- (e) Call Hold / Release;
- (f) Call Park / Pickup;
- (g) Call Transfer;

- (h) Calling Line ID Name and Number;
- (i) Multiple Calls per Line Appearance;
- (j) Caller ID Name and Number;
- (k) Prime Line Select;
- (l) Shared Extension on Multiple Phones;
- (m) Bridged Call Appearances;
- (n) Call Appearance Manipulation (ability to change what the phone number displays for outgoing calls);
- (o) Speaker Phone Capable;
- (p) Speed Dial;
- (q) Programmable Buttons w/ paperless labels;
- (r) Extension Dialing between Locations;
- (s) Custom Call Routing CCR;
- (t) Find Me/Follow Me;
- (u) Remote Maintenance / Administration;
- (v) Consistent and excellent voice quality;
- (w) Automatic alternate routing;
- (x) Call forward capability to external numbers;
- (y) Voice mail;
- (z) Voice Mail Light Indicator;
- (aa) Remote Handsets;
- (bb) Voice over VPN;
- (cc) Integration with leading smart phones & tablets (enterprise support & products for mobile);
- (dd) SIP Client Capable;
- (ee) Ability to dial phone numbers from Outlook contacts;
- (ff) Automatic Number Identification (ANI);
- (gg) Dialing Phone Location (Pseudo ANI);
- (hh) Distinctive ring;
- (ii) Extension Mobility;
- (jj) Dial 911 AND/OR 9,911;
- (kk) Unified Messaging;
- (ll) Multiple greetings;
- (mm) Auto dial;
- (nn) Call display;
- (oo) Call log;
- (pp) Speed call;
- (qq) Remote access to phone;
- (rr) Call waiting;
- (ss) Last number redial;
- (tt) Message waiting;
- (uu) Ring again;
- (vv) Sim- ring or equivalent;

- (ww) Voice Conferencing 3 or more persons;
- (xx) Ability to dial internally using 4 or 5 digits;
- (yy) Direct Inward Dial (DID);
- (zz) Paging and Group Paging;
- (aaa) Feature similar to transfer mailbox;
- (bbb) Announcement service;
- (ccc) Additional features (add more SIP Trunks as required);
- (ddd) Make/ Drop Conference;
- (eee) Add On Conference ;
- (fff) Mute/unmute line
- (ggg) Lock / unlock conference
- (hhh) Eject last caller who joined
- (iii) Extend conference (when the moderator must leave early)
- (jjj) Increase / decrease conference volume
- (kkk) Increase / decrease microphone volume
- (lll) Music on hold, while waiting for moderator (customer on hold music)
- (mmm) Announce total count (optional)
- (nnn) Announce join/leave (optional)
- (ooo) Join/Leave tones (optional)
- (ppp) Record Conference
- (qqq) Data Record Analysis feature;
- (rrr) Enhanced 911 call response service;
- (sss) Statistical Reporting System (Easy user interface and access by the users. Provide custom reports that includes detailed calls Data record);
- (ttt) Night/ After Hours Service;
- (uuu) Toll Charges, classes of service for Toll restriction ;
- (vvv) SMDR (Station Message Detailed Report);
- (www) Automatic Call;
- (xxx) ACD agent;
- (yyy) ACD Supervisor;
- (zzz) Interactive Voice;
- (aaaa) Data package for the IVR with the ability to see date & time call reached the IVR, duration the caller was in the IVR, CLID (caller ID), prompt used to exit the IVR (and what that prompt is for);
- (bbbb) Auto Attendant;
- (cccc) Statistical; and
- (dddd) Interface to non-emergency side of the Vesta VoIP System (Airbus, managed by BellMTS)

E10. PHONES – WFPS

E10.1 The Phone sets shall:

- (a) be Cisco 7821, Cisco 7841 , Avaya 9611G or equivalent or equivalent in accordance with B7;

- (b) be PoE enabled;
- (c) have a switch (2-port, capable of VLAN, 802.1x auth. compatibility) rather than a hub;
- (d) have at least 2 programmable line keys;
- (e) have full duplex speakerphone; (wideband)
- (f) have Standard Wideband audio;
- (g) be SNMP version 3 ready;
- (h) have a LCD/LED screen;
- (i) have optional hearing aid compatibility;
- (j) be headset compatible; and
- (k) have offer wall-mount option.

E11. 24 POE PORTS SWITCH

E11.1 24 POE Ports switch shall have:

- (a) 10/100/1000Mbps BASE-T compatible copper ports;
- (b) 802.3af compatible PoE for all ports;
- (c) Essential layer 2 functionality; (switching, VLAN support, QoS support) and
- (d) Management via web, ssh and SNMP.

E12. 8 POE PORTS SWITCH

E12.1 8 POE PORTS SWITCH shall have

- (a) 10/100Mbps BASE-T compatible copper ports;
- (b) 802.3af compatible PoE for all ports;
- (c) Essential layer 2 functionality; (switching, VLAN support, QoS support) and
- (d) Management via web, ssh and SNMP.

E13. LOCATIONS

E13.1 These Specifications shall apply to the Work.

E13.2 The following are applicable to the Work:

WFPS Location Address	Quantity of Phones
66 Ellen Street	1 (red phone line)
55 Watt Street	1 (red phone line)
337 Des Meurons Street	1 (red phone line)
150 Osborne Street	1 (red phone line)
845 Sargent Avenue	1 (red phone line)
603 Redwood Avenue	1 (red phone line)
10 Allan Blye Drive	1 (red phone line)
640 Kimberly Avenue	1 (red phone line)
864 Marion Street	1 (red phone line)
1354 Border Street	1 (red phone line)
1705 Portage Ave	1 (red phone line)
1780 Taylor Avenue	1 (red phone line)
799 Lilac Street	1 (red phone line)
1057 St. Mary's Road	1 (red phone line)
1083 Autumnwood Drive	1 (red phone line)

1001 McGregor Street	1 (red phone line)
1501 Church Avenue	1 (red phone line)
5000 Roblin Boulevard	1 (red phone line)
320 Whytewold Road	1 (red phone line)
525 Banting Drive	1 (red phone line)
1446 Regent Avenue W.	1 (red phone line)
1567 Waverley Street	1 (red phone line)
880 Dalhousie Drive	1 (red phone line)
1665 Rothesay Street	1 (red phone line)
701 Day Street	1 (red phone line)
1525 Dakota Street	1 (red phone line)
27 Sage Creek Boulevard	1 (red phone line)
524 Osborne Street	1 (red phone line)
726 Furby Street	1 (red phone line)
2490 Portage Avenue	1 (red phone line)
185 King Street	17(IFT backup, 911 backup, and dispatch desks)
700 Assiniboine Park Dr	15(IFT backup, 911 backup, CCSS backup, and dispatch desks)

E14. DRAWINGS AND SPECIFICATIONS

E14.1.1 The drawings and detailed specifications will be provided through an electronic file transfer link upon request to the Contract Administrator identified in D7, Level 1 Clearance obtained through the Winnipeg Police Service, and by signing a Non-Disclosure Agreement.

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 and Winnipeg Fire Paramedic 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 and Winnipeg Fire Paramedic 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 and Winnipeg Fire Paramedic Service facilities.
- F1.3 Each individual proposed to perform Work under the Contract at Winnipeg Police Service facilities and Winnipeg Fire Paramedic 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 245 Smith 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 and Winnipeg Fire Paramedic 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 and Winnipeg Fire Paramedic 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 and Winnipeg Fire Paramedic 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 and Winnipeg Fire Paramedic 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
245 Smith Street
Winnipeg, Manitoba
R3C 0R6

NAME, TELEPHONE NUMBER AND BUSINESS ADDRESS OF EMPLOYER:	NAME & PHONE NUMBER OF CITY CONTACT PERSON IN CHARGE OF THE PROJECT REQUIRING THE SECURITY CLEARANCE CHECKS

NATURE & LOCATION OF WORK BEING DONE FOR WINNIPEG POLICE SERVICE:
Contract Administrator:

**WARNING: ANY FALSE OR INCOMPLETE INFORMATION MAY RESULT IN REJECTION OF THIS APPLICATION
INCOMPLETE APPLICATIONS WILL NOT BE PROCESSED**

EMPLOYEE INFORMATION

LAST NAME: _____ GIVEN NAMES: _____

BIRTH NAME OR OTHER NAME(S) USED: _____
(if different from above)

MALE FEMALE DATE OF BIRTH: _____ BIRTH PLACE: _____
Y M D

ADDRESS: _____ CITY: _____ PROVINCE: _____

POSTAL CODE: _____ RESIDENTIAL PHONE: _____

AUTHORIZATION

I, _____ hereby consent to the Winnipeg Police Service collecting



WINNIPEG POLICE SERVICE SECURITY CLEARANCE CHECK SERVICES – DIVISION 30

my personal information from any public body, person, employer, or government institution for the purpose of conducting a security check in connection with my contract or association with the Winnipeg Police Service. This authorization, including a copy or facsimile thereof, is my consent to any public body, person, employer or government institution to release true copies of any records containing my personal information to the Winnipeg Police Service. **(Security clearance checks expire after a period of one year).**

Signature of Witness

Signature of Applicant

This personal information will be collected pursuant to *The Freedom of Information and Protection of Privacy Act* C.C.S.M.cF175 _____ (title, name, phone # of person who) can answer questions about the collection of this information.

Date

WINNIPEG POLICE SERVICE - FOR OFFICE USE ONLY

RESULT OF CHECK:

_____ NO POLICE RECORD OF CRIMINAL CONVICTIONS WAS ASSOCIATED TO ANY SUBJECT WITH THE SAME NAME AND DATE OF BIRTH.

_____ AN OUTSTANDING CRIMINAL CHARGE AWAITING COURT DISPOSITION WAS ASSOCIATED TO A SUBJECT WITH THE SAME NAME AND DATE OF BIRTH.

_____ A POLICE RECORD OF CRIMINAL CONVICTIONS WAS ASSOCIATED TO A SUBJECT WITH THE SAME NAME AND DATE OF BIRTH.

PROCESSED BY:

Clerk

WPS#

Date