



THE CITY OF WINNIPEG

REQUEST FOR PROPOSAL

RFP NO. 439-2005

**SUPPLY AND DELIVERY OF SCANNERS, AND A DOCUMENT MANAGEMENT
AND RECORD MANAGEMENT SYSTEM**

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PART B - BIDDING PROCEDURES

B1. PROJECT TITLE

- B1.1 SUPPLY AND DELIVERY OF SCANNERS, AND A DOCUMENT MANAGEMENT AND RECORD MANAGEMENT SYSTEM

B2. SUBMISSION DEADLINE

- B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, Aug 26, 2005.
- B2.2 Proposal Submissions determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned upon request.
- B2.3 The Contract Administrator or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B2.1.

B3. ENQUIRIES

- B3.1 All enquiries shall be directed to the Contract Administrator identified in D5.1.
- B3.2 If the Bidder finds errors, discrepancies or omissions in the Request for Proposal, or is unsure of the meaning or intent of any provision therein, the Bidder shall notify the Contract Administrator of the error, discrepancy or omission, or request a clarification as to the meaning or intent of the provision at least five (5) Business Days prior to the Submission Deadline.
- B3.3 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator to all Bidders by issuing an addendum.
- B3.4 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator only to the Bidder who made the enquiry.
- B3.5 The Bidder shall not be entitled to rely on any response or interpretation received pursuant to B3 unless that response or interpretation is provided by the Contract Administrator in writing.

B4. CONFIDENTIALITY

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

B5. ADDENDA

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

- B5.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.
- B5.2.2 The Bidder is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Branch internet site for addenda shortly before submitting his Proposal.
- B5.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 9 of Form A: Proposal. Failure to acknowledge receipt of an addendum may render a Proposal non-responsive.

B6. SUBSTITUTES

- B6.1 The Work is based on the materials, equipment, methods and products specified in the Request for Proposal.
- B6.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B6.3 Requests for approval of a substitute will not be considered unless received in writing by the Contract Administrator at least seven (7) Business Days prior to the Submission Deadline.
- B6.4 The Bidder shall ensure that any and all requests for approval of a substitute:
- (a) provide sufficient information and details to enable the Contract Administrator to determine the acceptability of the material, equipment, method or product as either an approved equal or alternative;
 - (b) identify any and all changes required in the applicable Work, and all changes to any other Work, which would become necessary to accommodate the substitute;
 - (c) identify any anticipated cost or time savings that may be associated with the substitute;
 - (d) certify that, in the case of a request for approval as an approved equal, the substitute will fully perform the functions called for by the general design, be of equal or superior substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract;
 - (e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract.
- B6.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his sole discretion grant approval for the use of a substitute as an “approved equal” or as an “approved alternative”, or may refuse to grant approval of the substitute.
- B6.6 The Contract Administrator will provide a response in writing, at least two (2) Business Days prior to the Submission Deadline, only to the Bidder who requested approval of the substitute.
- B6.6.1 The Bidder requesting and obtaining the approval of a substitute shall be entirely responsible for disseminating information regarding the approval to any person or persons he wishes to inform.
- B6.7 If the Contract Administrator approves a substitute as an “approved equal”, any Bidder may use the approved equal in place of the specified item.

B6.8 If the Contract Administrator approves a substitute as an “approved alternative”, any Bidder bidding that approved alternative shall base his Total Bid Price upon the specified item but may also indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B15.

B6.9 No later claim by the Contractor for an addition to the price(s) because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.

B7. PROPOSAL SUBMISSION

B7.1 The Proposal Submission consists of the following components:

- (a) Form A: Proposal;
- (b) Form B: Prices;
- (c) Information required to be submitted in Specification E3 through E9 in accordance with B11.

B7.2 All components of the Proposal Submission shall be fully completed or provided, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely in ink, to constitute a responsive Proposal.

B7.3 The Proposal Submission shall be submitted enclosed and sealed in an envelope clearly marked with the RFP number and the Bidder's name and address.

B7.3.1 Samples or other components of the Proposal Submission which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the RFP number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Proposal Submission.

B7.4 Proposal Submissions submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.

B7.5 Proposal Submissions shall be submitted to:

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

B8. PROPOSAL

B8.1 The Bidder shall complete Form A: Proposal, making all required entries.

B8.2 Paragraph 2 of Form A: Proposal shall be completed in accordance with the following requirements:

- (a) if the Bidder is a sole proprietor carrying on business in his own name, his name shall be inserted;
- (b) if the Bidder is a partnership, the full name of the partnership shall be inserted;
- (c) if the Bidder is a corporation, the full name of the corporation shall be inserted;
- (d) if the Bidder is carrying on business under a name other than his own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.

- B8.2.1 If a Proposal is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B8.2.
- B8.3 In Paragraph 3 of Form A: Proposal, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Proposal.
- B8.4 Paragraph 11 of Form A: Proposal shall be signed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his own name, it shall be signed by the Bidder;
 - (b) if the Bidder is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
 - (c) if the Bidder is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;
 - (d) if the Bidder is carrying on business under a name other than his own, it shall be signed by the registered owner of the business name, or by the registered owner's authorized officials if the owner is a partnership or a corporation.
- B8.4.1 The name and official capacity of all individuals signing Form A: Proposal shall be printed below such signatures.
- B8.4.2 All signatures shall be original and shall be witnessed except where a corporate seal has been affixed.
- B8.5 If a Proposal is submitted jointly by two or more persons, the word "Bidder" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Bidders in the Proposal Submission and the Contract, when awarded, shall be both joint and several.

B9. PRICES

- B9.1 The Bidder shall state a price in Canadian funds for each item of the Work identified on Form B: Prices.
- B9.1.1 Prices on Form B: Prices shall include:
- (a) duty;
 - (b) freight and cartage;
 - (c) Provincial and Federal taxes [except the Goods and Services Tax (GST) and Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable] and all charges governmental or otherwise paid;
 - (d) profit and all compensation which shall be due to the Contractor for the Work and all risks and contingencies connected therewith.

B10. QUALIFICATION

- B10.1 The Bidder shall:
- (a) undertake to be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Bidder does not carry on business in Manitoba, in the jurisdiction where the Bidder does carry on business;
 - (b) be responsible and not be suspended, debarred or in default of any obligation to the City;
 - (c) be financially capable of carrying out the terms of the Contract;

- (d) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract;
- (e) have successfully carried out work, similar in nature, scope and value to the Work;
- (f) employ only Subcontractors who:
 - (i) are responsible and not suspended, debarred or in default of any obligation 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 Branch internet site at <http://www.winnipeg.ca/matmgt>); and
 - (ii) have successfully carried out work similar in nature, scope and value to the portion of the Work proposed to be subcontracted to them, and are fully capable of performing the Work required to be done in accordance with the terms of the Contract;
- (g) have a written workplace safety and health program in accordance with The Workplace Safety and Health Act (Manitoba);

B10.2 The Bidder shall be prepared to submit, within three (3) Business Days of a request by the Contract Administrator, proof satisfactory to the Contract Administrator of the qualifications of the Bidder and of any proposed Subcontractor.

B10.3 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.

B10.4 The bidder shall be required to submit access to a web demonstration site or to provide a media exhibit which demonstrates the bidder's proposed version of the software bid, within three (3) business days of a request by the Contract Administrator.

B10.5 The Bidder should **not submit** a sample copy of the Software Maintenance / Support Agreement; however they shall submit, within three (3) Business Days of a request by the Contract Administrator a sample copy for the software and the support level proposed.

B11. RESPONSE FORMAT TO SPECIFICATIONS

B11.1 Further to B7.1(c), the Bidder shall respond to all clauses in the Specifications, in the order listed, indicating compliance or non-compliance, or providing an explanation where requested.

B11.2 Bidders are requested not to reiterate the clause in their Bid Submission.

e.g. E4.3 Comply
E4.4 Do not comply
Deviation: All units can scan 5760 pages per day.

e.g. E3.2 (a) All scanner are capable of 12 pages per minute...etc.

B11.3 Failure to respond to any clause will be interpreted as a "do not comply" answer.

B12. OPENING OF PROPOSALS AND RELEASE OF INFORMATION

B12.1 Proposal Submissions will not be opened publicly.

B12.2 After award of Contract, the name(s) of the successful Bidder(s) and the Contract Amount(s) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.

B12.3 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 Submission may be released if required by City policy or procedures, by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law.

B13. IRREVOCABLE OFFER

B13.1 The Proposal(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 10 of Form A: Proposal.

B13.2 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.

B14. WITHDRAWAL OF OFFERS

B14.1 A Bidder may withdraw his Proposal without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.

B14.1.1 Notwithstanding GC.7.05(2)^, 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.

B14.1.2 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.

B14.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials shall:

- (a) retain the Proposal Submission until after the Submission Deadline has elapsed;
- (b) open the Proposal Submission 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 B14.1.3(b), declare the Proposal withdrawn.

B14.2 A Bidder who withdraws his Proposal after the Submission Deadline but before his offer has been released or has lapsed as provided for in B13.2 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, including the right to retain the Bidder's bid security.

B15. INTERVIEWS

B15.1 The Contract Administrator may, in his sole discretion, interview Bidders during the evaluation process.

B16. NEGOTIATIONS

B16.1 The City reserves the right to negotiate details of the Contract with Bidders.

B16.2 Negotiations, if any, are intended to address administrative and technical details of the Contract. The Bidder is advised to present his best offer, not a starting position for negotiations, in his Proposal Submission; the City will not necessarily pursue negotiations with any Bidder.

B16.3 If, in the course of negotiations pursuant to B16.2 or otherwise, the Bidder amends or modifies a Proposal after the Submission Deadline, the City may consider any amended Proposal as an alternative to the Proposal as originally submitted without releasing the Bidder from the Proposal as originally submitted.

B17. EVALUATION OF PROPOSALS

B17.1 Award of the Contract shall be based on the following evaluation criteria:

- (a) Compliance by the Bidder with the requirements of the Request for Proposal;
- (b) Qualifications of the Bidder, if any, pursuant to B10;
- (c) Evaluated Bid Price;
- (d) Suitability of proposed product;
- (e) Economic analysis of any approved alternative pursuant to B6.

B17.2 Further to B17.1(a), the Award Authority may reject a Proposal as being non-responsive if the Proposal Submission is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The Award Authority may reject all or any part of any Proposal, or waive technical requirements if the interests of the City so require.

B17.3 Further to B17.1(b), the Award Authority shall reject any Proposal submitted by a Bidder who does not demonstrate, in his Proposal Submission, in other information required to be submitted, during interviews or in the course of reference checks, that he is responsible and qualified.

B17.4 Further to B17.1(c), the Bid shall be evaluated including considering all costs to the City.

- (a) Proposals will be evaluated on the basis of ALL costs associated with the solution offered, even though the costs may not be reflected in the Proposal.
- (b) Proposals shall make it clear what work is in scope in the Proposal and what work is out of scope or considered to be work only the City staff can do. In the face of ambiguities in the Proposal, then the City will use the interpretation of the ambiguity that results in the largest cost estimate.

B17.5 Further to B17.1(d), suitability of the product offered will be evaluated based on the information submitted as required in E2 thru E7.

B18. AWARD OF CONTRACT

B18.1 The City will give notice of the award of the Contract or will give notice that no award will be made.

B18.2 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.

B18.2.1 Without limiting the generality of B18.2, 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.

B18.3 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.

PART C - GENERAL CONDITIONS

C1. GENERAL CONDITIONS

C1.1 The *General Conditions for the Supply and Delivery of Goods* (Form 21: 88 03) are applicable to the Work of the Contract.

- (a) The *General Conditions for the Supply and Delivery of Goods* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.

PART D - SUPPLEMENTAL CONDITIONS

GENERAL

D1. GENERAL CONDITIONS

- D1.1 In addition to the *General Conditions for the Supply and Delivery of Goods*, these Supplemental Conditions are applicable to the Work of the Contract.
- D1.2 The General Conditions are amended by striking out “The City of Winnipeg Act” wherever it appears in the General Conditions and substituting “The City of Winnipeg Charter”.
- D1.3 The General Conditions are amended by striking out “Board of Commissioners” or “Commissioner” wherever it appears in the General Conditions and substituting the “Chief Administrative Officer”.
- D1.4 The General Conditions are amended by striking out “Tender Package” wherever it appears in the General Conditions and substituting “Request for Proposal”.
- D1.5 The General Conditions are amended by striking out “Tender Submission” wherever it appears in the General Conditions and substituting “Proposal Submission”.
- D1.6 The General Conditions are amended by striking out “Bidding Instructions” wherever it appears in the General Conditions and substituting “Bidding Procedures”.
- D1.1 In addition to the *General Conditions*, these Supplemental Conditions are applicable to the Work of the Contract.

D2. BACKGROUND

- D2.1 Overview
- (a) The City of Winnipeg Tax Branch currently maintains all of the correspondence with Tax Payers on paper.
 - (b) There are approx 90,000 paper TIPP applications currently filed and retained at least until the owner changes.
- D2.2 Summary of changes we wish to implement.
- (a) The Scope of this project is to electronically capture the correspondence with Tax Payers and store them in a Document Management System.
 - (b) The first phase of this project will be to scan in all of the stockpiled TIPP applications
 - (c) The next step will be to electronically capture the new applications as they come in.
 - (d) Other correspondence with Tax Payers will then be electronically captured.
 - (e) Manta will be modified to access the Document Management data and display the documents associated with a roll number.

D3. SCOPE OF WORK

- D3.1 The Work to be done under the Contract shall consist of:
- (a) Software with all necessary media and documentation for installation and operation;
 - (b) Maintenance including all available updates, patches or required fixes;
 - (c) Support available via phone or email at clearly specified or arranged times.

D4. DEFINITIONS

D4.1 When used in this Request for Proposal:

- (a) "**Business Day**" means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
- (b) "**MANTA**" The system the City of Winnipeg uses for Realty and Business Tax. It is written in Powerbuilder and uses Oracle 9I as its database engine.
- (c) "**may**" indicates an allowable action or feature which will not be evaluated;
- (d) "**must**" or "**shall**" indicates a mandatory requirement which will be evaluated on a pass/fail basis;
- (e) "**meta data**" Data about data. For example, Date stored, Time stored, Size, Location, format, log, etc. In this RFP meta data is considered to be data about a document.
- (f) "**Roll Number**" A roll number is a unique identifier for a Realty Property or Business. It is 11 digits long for a Realty property and up to 11 digits for a Business property.
- (g) "**should**" indicates a desirable action or feature which will be evaluated on a relative scale;

D5. CONTRACT ADMINISTRATOR

D5.1 The Contract Administrator is:

Gary Kusner
Administrative Information Systems Co-ordinator
Corporate Information Technology
Administration Building, 5th Floor
510 Main Street
Winnipeg MB R3B1B9

Telephone No. (204) 986-3104

Facsimile No. (204) 986-5966

D6. NOTICES

D6.1 GC.7.05 is hereby amended to delete reference to "registered mail" and to replace same with "ordinary mail".

D6.2 GC.7.05 is further amended hereby to include delivery by facsimile transmission (fax) as an acceptable means of delivering notices, consents, approvals, statements, authorizations, documents or other communications required or permitted to be given under this Contract. Deliveries by fax will be deemed to have been received on the day of delivery, if a business day, or if not a business day, on the business day next following the day of delivery.

D6.3 Further to GC.7.05, all notices, consents, approvals, statements, authorizations, documents or other communications to the City, except as expressly otherwise required in D6.4, D6.5 or elsewhere in the Contract, shall be sent to the attention of the Contract Administrator at the address or facsimile number identified in D5.1.

D6.4 All notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer at the following address or facsimile number:

The City of Winnipeg
Chief Administrative Officer Secretariat
Administration Building, 3rd Floor
510 Main Street

Winnipeg MB R3B 1B9
Facsimile No.: (204) 949-1174

- D6.5 All notices, requests, nominations, proposals, consents, approvals, statements, authorizations, documents or other communications required to be submitted or returned to the City Solicitor shall be sent to the following address or facsimile number:

The City of Winnipeg
Corporate Services Department
Legal Services Division
185 King Street, 3rd Floor
Winnipeg MB R3B 1J1
Facsimile No.: (204) 947-9155

D7. CONFIDENTIALITY AND OWNERSHIP OF INFORMATION

- D7.1 Information provided to the Contractor by the City or acquired by the Contractor during the course of the Work is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator.
- D7.2 The Contract, all deliverables produced or developed, and information provided to or acquired by the Contractor are the property of the City. The Contractor shall not disclose or appropriate to its own use, or to the use of any third party, all or any part thereof without the prior written consent of the Contract Administrator.
- D7.3 The Contractor shall not make any statement of fact or opinion regarding any aspect of the Contract to the media or any member of the public without the prior written authorization of the Contract Administrator.

SUBMISSIONS

D8. AUTHORITY TO CARRY ON BUSINESS

- D8.1 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.

SCHEDULE OF WORK

D9. COMMENCEMENT

- D9.1 The Contractor shall not commence any Work until he is in receipt of a letter of intent from the Award Authority authorizing the commencement of the Work.
- D9.2 The Contractor shall commence the Work on the Site within seven (7) Calendar Days of receipt of the letter of intent.

D10. WARRANTY

- D10.1 Further to GC.10.01, if a defect or deficiency prevents the full and normal use or operation of the Work or any portion thereof, for purposes of calculating the warranty period, time shall be deemed to cease to elapse for the defective or deficient portion, and for any portion of the Work

whose use or operation is prevented by such defect or deficiency, as of the date on which the defect or deficiency is observed or the use or operation is prevented and shall begin to run again when the defect or deficiency has been corrected or the Work may be used or operated to the satisfaction of the Contract Administrator.

- D10.2 Notwithstanding GC.10.01, GC.10.02 and D10.1, if any law of Manitoba or of the jurisdiction in which the Work was manufactured requires, or if the manufacturer provides, a longer warranty period or a warranty which is more extensive in its nature, then the provisions of such law or manufacturer's warranty shall apply.

PART E - SPECIFICATIONS

GENERAL

E1. GENERAL

E1.1 These Specifications shall apply to the Work.

E2. GOODS

E2.1 The Contractor shall supply scanners, Information Capture Software, Document Management Software and Records Management Software in accordance with the requirements hereinafter specified.

E3. GENERAL SYSTEM REQUIREMENTS

E3.1 Our goal is to purchase and implement a system that will do the following:

- (a) Replace manual storing of paper documents with an automated Document and Records Management system in the Tax Branch.
- (b) Increase accessibility of documents by providing the ability to access the stored documents by multiple search criteria.
- (c) Store all Tax Payers' correspondence.
- (d) Scan and store Tax Instalment Payment Plans application forms.
- (e) Scan and store Payment Stubs and perform an OCR scan of a computer-printed scan line.
- (f) Scan cheques and OCR-scan pre-printed names and addresses.

E4. SCANNER SPECIFICATIONS

E4.1 The bidders shall describe any additional software that may be required to integrate the Scanners, Information Capture Software, and the Document and Record Management system.

E4.2 The bidders shall describe any additional hardware that may be required for the scanners, such as UPS, connectors, etc.

E4.3 The bidders shall describe any additional software that may be required for the scanners.

E4.4 The scanners shall be able to scan at least 1000 pages per day during non-peak times. During the tax peak the scanners should be able to scan at least 5000 pages per day.

E4.5 Bidders shall describe the speed of the scanners in Pages Per minute.

E4.6 The tray size shall be at least 100 pages.

E4.7 During conversion the scanners will be used to scan in approximately 90,000 documents from prior years. This scanning will take place during non peak months after go live, and will continue for several months until it is completed.

E4.8 Bidders shall describe the format(s) of the data produced by the scanners.

E4.9 Bidders shall describe the image scanning resolution options available on the scanners.

E4.10 The scanners shall be able to scan in both sides of the page (duplex scanner). The bidder shall describe if both sides of the document are scanned without feeding in the document twice.

- E4.11 The scanner shall be able to scan multiple sizes of documents, the maximum size of the document shall be at least a legal size page (8 ½" by 14"). The minimum size of the document shall be at most a regular size cheque.
- E4.12 The scanners shall perform Imprinting on source documents. Bidders shall describe what may be printed on the original e.g. Date, Time, etc. and their formats. Bidders shall describe what can be printed on a cheque for endorsements.
- E4.13 Bidders shall describe the network capability of the scanners. The city prefers network scanners. Bidders shall describe what requirements there are for a PC if the scanner is not a network PC.
- E4.14 Bidders shall describe if Active Directory Authentication is done.
- E4.15 The scanners shall provide the ability to manually scan originals that will not go through the automated feeder. The scanners should have a flatbed.
- E4.16 The scanners shall have automated document feeders which will feed documents. The maximum size of the document shall be at least a legal size page (8 ½" by 14"). The minimum size of the document shall be at most a regular size cheque.
- E4.17 Color scanning is desirable but not required.

E5. INFORMATION CAPTURE SOFTWARE SPECIFICATIONS

- E5.1 Licensing
 - (a) The Information Capture Management System shall include licences for a minimum of five (5) users
 - (i) The monthly volume for June and July will be approximately 50,000 per month. The remaining months volume will be approximately 10,000 per month.
 - (b) Bidders shall describe costs for additional licences based on increased volume.
 - (c) Bidders shall describe if the license includes a test, production and training system.
 - (d) Bidders shall describe if an administration license is required, what it is used for, and how many are included in the cost.
- E5.2 The software should have previously been installed in another site and in production use for 1 year prior to closing date of the RFP.
- E5.3 The software should have been implemented in a municipality of similar size or larger.
- E5.4 The bidders shall describe any additional software that may be required and its purpose and cost.
- E5.5 Bidders shall describe how the data can be stored, retrieved and OCR scanned in both official languages (French and English). If French is provided please specify any additional costs.
- E5.6 Bidders shall describe the user interfaces such as Microsoft Outlook, Web, etc.
- E5.7 The bidder shall describe how multiple scanners may be used with multiple workstations to process the images and send the images and data to other systems.
- E5.8 Bidder shall describe how different types of documents (application forms, cheques, payment stubs, etc.) are defined in the system. Bidders shall describe how a document type is automatically recognized.

- E5.9 Bidders shall describe how their system does OCR scanning and the expected error rates. Bidders shall describe the fonts, and sizes that their system recognizes. Bidders shall describe the expected error rate in reading the pre-printed name and address on a cheque.
- E5.10 Bidders shall describe how OCR scanning for hand-written text is processed and the expected error rate.
- E5.11 Bidders shall describe how their system does Bar Code scanning and what the expected error rates. Bidders shall describe any limitation to the location of a Bar Code on a document.
- E5.12 Bidders shall describe how an OCR scanned field is verified by a database lookup. Bidders shall describe how multiple fields can be verified by accessing multiple tables and/or databases.
- E5.13 Bidders shall describe how multiple page documents are processed.
- E5.14 Bidders shall describe how multiple sizes of documents are handled and if truncation of blank areas is performed.
- E5.15 Bidders shall describe how duplex scanning is handled and how blank sides are processed.
- E5.16 Bidders shall describe the software's capability to provide user-friendly ad-hoc queries, and standard and tailored reporting and analysis.
- E5.17 Security
- (a) Bidders shall describe the application software's capability to provide security for system users.
 - (b) The software should be able to restrict access to data by Active Directory User and Record Groups.
- E5.18 Bidders shall describe control of additions, modifications and deletions of documents.
- E5.19 Bidders shall describe the audit trails of documents, is there logs, and how long is the information retained.
- E5.20 Bidders shall describe how captured data may be sent to multiple City legacy systems such as PeopleSoft or our Manta Tax Application written in PowerBuilder, both with an Oracle 9I database.
- E5.21 Bidders shall describe the format(s) the images may be stored in and their respective image size.
- E5.22 Bidders shall describe the process and effort required to scale up the application for more users, functionality, and volume.
- E5.23 Bidders shall describe the processes and effort required for rapid deployment to new users.
- E5.24 Bidders shall describe the documentation that is supplied including user, technical and implementation documentation. Bidders may supply examples.
- E5.25 Bidders shall describe disaster recovery procedures.
- E5.26 Bidders shall describe, at a high level the steps and approximate time required for an installation.

E6. DOCUMENT MANAGEMENT/RECORDS MANAGEMENT SOFTWARE SPECIFICATIONS

- E6.1 Bidders shall describe what certifications the software has including the U.S. Department of Defence Standard (DOD) 5015.2. Bidders shall describe their plans to maintain these certifications and any other certifications they are pursuing.
- E6.2 The software should have previously been installed in another site and in production use for 1 year prior to closing date of the RFP.
- E6.3 The software should have been implemented in a municipality of similar size or larger.
- E6.4 The bidders shall describe any additional software that may be required.
- E6.5 Bidders shall describe how the data can be stored, retrieved and OCR scanned in both official languages (French and English). If French is provided please specify any additional costs.
- E6.6 The system shall be a Web-enabled application.
- E6.7 Administration functions should be Web-enabled.
- E6.8 Bidders shall describe any user interfaces such as Microsoft Outlook, Web, handhelds, etc.
- E6.9 Licensing
- (a) The Document Management System and the Record Management system shall include licences for a minimum of forty (40) users.
 - (b) Bidders shall describe costs for additional licences based on increased volume or increased number of users.
 - (c) Bidders shall describe if the license includes a test, production and training system.
 - (d) Bidders shall describe if an administration license is required, what it is used for, and how many licences are included.
 - (e) Bidders shall describe what licenses are supplied and which licenses the City shall supply.
- E6.10 Bidders shall describe the software's capability to provide user-friendly ad-hoc queries, and standard and tailored reporting and analysis.
- E6.11 Bidders shall describe how the software processes batches of documents.
- E6.12 Bidders shall describe how documents are prevented from being captured more than once.
- E6.13 Bidders shall describe how the alteration of documents is prevented once they are captured.
- E6.14 Bidders shall describe manual naming/renaming of captured documents.
- E6.15 Bidders shall describe how bulk transfer of data into the Document Management system is done for large conversions.
- E6.16 Security
- (a) Bidders shall describe the application software's capability to provide security for system users both for functions and data.
 - (b) Bidders shall describe how access to folders and documents is controlled at both a group and individual level.
 - (c) Bidders shall describe how the functions can be controlled by both groups and individual users.

- (d) Bidders shall describe how the software restricts access to data by Active Directory User and Record Groups.

E6.17 Audit trails

- (a) Bidders shall describe the applications software's capability to create audit trails, which allow tracking of all types of usage by system user id, date and time information.
- (b) Bidders shall describe how audit trails prevent and detect unauthorized creation of, addition to, alteration of or deletion of records.

E6.18 Bidders shall describe how the application provides the capability to import and export data from and to the standard Microsoft Office suite of desktop products (e.g. Excel, Word, PowerPoint, Outlook, etc.).

E6.19 Application Program Interfaces

- (a) Bidders shall describe application program interfaces and how legacy City applications would access the documents. Are there APIs (Application Program Interfaces) or do legacy applications directly access the Document Management Database?
- (b) Bidders shall describe how the Record/Document Management software will integrate with the City's Tax application written in Powerbuilder with an Oracle 9I database.
- (c) Bidders shall describe how the Record/Document Management software will integrate with the City's PeopleSoft application with an Oracle 9I database.

E6.20 Deletion/Archive

- (a) Bidders shall describe how data is deleted and archived. What rules can be set to automatically delete or archive data?
- (b) Bidders shall describe if a rule can be set to delete records associated with a property after an owner change is entered.
- (c) Bidders shall describe how the system limits deletion to authorized users only.

E6.21 Bidders shall describe how data is grouped.

E6.22 Metadata

- (a) Bidders shall describe the metadata, and how it is managed, tracked, etc.
- (b) Bidders shall describe if the mandatory record keeping metadata elements are supported as stated in Department of Defence (DOD) 5015.2 Table C2T3.
- (c) Bidders shall describe the restrictions on alteration of metadata.
- (d) Bidders shall describe the tracking of changes to metadata.
- (e) Bidders shall describe how the system tracks the document. The document tracking data should contain at least Roll Number, Document Type, Document Status, and Batch ID.

E6.23 Bidders shall describe how data is searched for by the users and how indexes/key fields help the user to find the data. Bidders shall describe what the search options are, e.g. Wildcards, Boolean operators, etc.

E6.24 Bidders shall describe how their software allows annotations to documents. Annotations are notes associated with a document without changing the original document.

E6.25 Bidders shall describe the process and effort required to scale up the application for more users, functionality, and volume.

- E6.26 Bidders shall describe the workflow that is included in the Document Management/Record Management System and what if any additional workflow software that integrates with this product.
- E6.27 Bidders shall describe the processes and effort required for rapid deployment to new users.
- E6.28 Bidders shall describe the format(s) the images may be stored in and their respective image size.
- E6.29 Bidders shall describe the documentation that is supplied including user, technical and implementation documentation. Bidders may supply examples.
- E6.30 Bidders shall describe disaster recovery procedures.
- E6.31 Bidders shall describe, at a high level, the steps and approximate time required for an installation.

E7. SOFTWARE SUPPORT AND PROFESSIONAL SERVICES

E7.1 Installation Support

- E7.1.1 Bidders shall describe the extent of their installation support capabilities. (This support will include troubleshooting, the correction of any system bugs or deficiencies, and the resolution of any operating problems). Bidders shall describe their on-site and telephone support including hours of operation.

E7.2 Installation Services

- E7.2.1 The City of Winnipeg staff plan to install the software with minimal assistance from the bidder. The City of Winnipeg staff will manage the installation project. The bidder shall provide a sample project plan.
- E7.2.2 The bidder should describe costs for supplying the city with minimal assistance for the installation.
- E7.2.3 The bidder should describe costs for additional assistance if required.

E7.3 Ongoing Support

- E7.3.1 Bidders shall describe ongoing support including troubleshooting, the correction of any system bugs or deficiencies, the resolution of any operating problems, direct or third party hotline support, response times, escalation process and timeframes, and systems monitoring.
- E7.3.2 Bidders shall describe the availability and frequency of upgrades or patches/fixes to the software. Bidders shall describe any extra costs.
- E7.3.3 Bidders shall describe features of upgrades to be available in the near future.
- E7.3.4 Bidder shall describe system warranties.

E7.4 Support Availability

- E7.4.1 The bidder shall describe options for support, including at least 1 to 5 year terms and hours of support.
- E7.4.2 The bidder shall describe any options for increased support and faster response time during the tax peak which is the months of June and July. The system must be repaired as quickly as possible during the peak months.

- E7.4.3 The bidder shall describe additional costs, if any, for preventative service call for the scanners immediately before the tax peak. The bidder shall describe the regular service calls, i.e. recommended frequency, costs, estimated down time, etc.

E8. TECHNOLOGY SPECIFICATIONS

E8.1 Infrastructure Technical Environment

Overview

The purpose of this section is to assess the degree to which the technology of the proposed application fits the City's technical environment. Environment requirements typically include the client, server and network. Server requirements focus on hardware and operating systems compatibility. The choice of a database management system is included in the server requirements. Network requirements should focus on compatibility with particular emphasis on network protocols and bandwidth requirements for local and remote users. Client requirements should focus on desktop hardware, operating systems and graphical environments. Client requirements assess whether implementation of a single product can cover multiple desktop environments. Both qualitative and objective metrics are used to establish performance ratings.

(a) Servers (Production, Test, Development, Others)

- (i) Bidders shall describe their recommended server platform. The City prefers HP/Intel Windows 2003 Server platforms based on existing staff skill sets, and will consider others based on their overall merits with regards to their capability to best meet the City's needs as recommended by the Bidder.
- (ii) Bidders shall describe the impact on the server workload and storage space of the installation of their recommended systems management software.
- (iii) Bidder shall describe their recommended server hardware configurations including operating system software to satisfy the City's production, test, development and other appropriate (such as training and/or research) processing demands, providing reliability, availability and performance commensurate with a mission critical application.
- (iv) Bidders shall describe what remedies will be provided if the specified hardware or systems software does not meet required response time or availability requirements. Required response time is sub-second for a typical online transaction. Required availability is that the system will be available at least 99.0% of the time for prime time. Bidders shall describe any additional costs for these provided remedies.
- (v) Bidder shall describe the methodology used to configure the recommended server configurations and what the methodology the City should use to perform future capacity planning as the growth of the application systems evolves.
- (vi) Bidder shall describe warranty terms and maintenance provisions and services related to the recommended server hardware and software configurations. Please include all license, maintenance, warranty and support agreements.
- (vii) Bidder shall provide a list of appropriate technical courses related to the proposed hardware and operating system configurations including formal courses, online tutorials, computer-based training, prices and locations.
- (viii) Bidders shall describe online help/documentation and hardcopy documentation for the proposed hardware and system software configurations to be delivered with the project implementation.

(b) Storage

Bidder shall describe their recommended storage configuration to satisfy the City's production, test, development and other appropriate (such as training and/or research) live

production and historical data storage demands, providing reliability, availability and performance.

(c) Database

Overview

The City prefers Oracle 9i Standard Edition based on existing staff skill sets, and will consider others based on their overall merits with regards to their capability to best meet the City's needs as recommended by the Bidder.

- (i) Bidders shall describe their database solution. Bidders should recommend a fully functional Relational Database Management System (RDBMS) software solution that will fulfill all application system functional requirements, provide full online back-up, recovery and reorganization facilities including database transaction logging and up-to-the-minute forward recovery, plus timely automated reporting of actual or potential errors or problems.
 - (ii) Bidders shall describe what Oracle licenses are included. The City is currently licensed for a range of Oracle database assets and so the Bidder should make the inclusion of any Oracle system software licenses and maintenance an optional portion of the bid (to be exercised at the discretion of the City).
 - (iii) Bidders shall describe the methods employed for performance and tuning
 - (iv) Bidders shall describe warranty terms and maintenance provisions and services related to the recommended server hardware and software configurations. Please include all license, maintenance, warranty and support agreements.
 - (v) Bidders shall provide a list of appropriate technical courses related to the installation and technical support of the RDBMS including formal courses, online tutorials, computer-based training, prices and locations.
 - (vi) Bidders shall describe online help/documentation and hardcopy documentation delivered with the project implementation for the proposed database software.
- (d) Network
- (i) Bidders shall describe if the application software supports TCP/IP as a communication protocol and Ethernet for LAN connectivity.
 - (ii) Bidders shall describe the network requirements for server to client (and server to server) communications. These should specify the minimum recommended network bandwidth and latency requirements for average transactions and for any normal system management functions.
 - (iii) Bidders shall describe any options to minimize network bandwidth requirements for server to client (and server to server) communications over low speed network connections (less than 1 Mbps).
- (e) Client Platform
- (i) Bidders shall describe the certified hardware and operating system platforms for the client tier with both minimum and recommended configurations.

E8.2 Systems Management

Overview

Application management tool requirements inspect how configuration application changes and performance are managed consistently across application elements. Client/server is now a significant portion of computing. The bidders' method of managing and distributing versions, debugging, problem management, change management, and optimization tools will be

assessed. The degree of fit with current and future commercial management tools for client/server should also be assessed.

(a) General

- (i) Bidders should describe any functions, architectures or solutions that provide ease of application administration. Both GUI and command line, local and remote administration should be provided.

(b) Performance monitoring

- (i) Bidders shall describe their recommendation for any native/optional end-to-end application performance monitoring, tuning and diagnostic tools (this should also include vertical management – like server hardware, operating system, storage, RDBMS, printer, network elements). Bidder should describe how these may integrate with BMC's Patrol and MS MOM.

(c) Capacity Management

- (i) Bidders shall describe their recommendation for any native/optional end-to-end application capacity planning tools (this should also include vertical management – like server hardware, operating systems, storage, RDBMS, printer, network elements). Bidders should describe how these may integrate with BMC's Patrol and MS MOM.

(d) Backup/Recovery Management

- (i) Bidders shall describe their recommendation for any native/optional end-to-end and incremental application backup/recovery management tools (this should also include vertical management – like server hardware, operating system, storage, RDBMS, printer, network elements). Bidders should describe how these may integrate with IBM's TSM.

(e) Job Scheduling Management

- (i) Bidders shall describe their recommendation for any native/optional end-to-end application job scheduling tools (this should also include vertical management – like server hardware, operating system, storage, RDBMS, printer, network elements).

(f) Security Management

- (i) Bidders shall describe how external users can securely access the application.
- (ii) Bidders shall describe how City staff can securely access the application to utilize all application management functionality.
- (iii) Bidders shall describe how the application secures data, transactions, and the application configuration tool/process by userid, date and time stamps, TCP/IP port number or other mechanisms.
- (iv) Bidders shall describe how the application enables the assignment of userids/passwords, setting of password expiration, criteria, resetting of passwords, facilitates single sign-on to all modules, handles unsuccessful logon lockout and provides summarized/detailed reports on usage.
- (v) Bidders shall describe how Microsoft Active Directory can be used to facilitate application authentication and authorization. Bidder shall describe how the application system impacts Microsoft Active Directory (schema, special rights, etc). Bidders shall describe the application software's capability to provide security for system users both for functions and data.
- (vi) Bidders shall describe how the software controls access by Active Directory User ID and/or Active Directory Groups.
- (vii) Does the software use a finite set of ports for access through the firewall?
- (viii) Is the software is capable of HTTPS configuration? If so, bidders should describe it. (also known as SSL Secure Socket Layer).

- (ix) Is the software capable of encrypted communication? If so, bidders should describe it.

E9. APPLICATION TRAINING COSTS

- (a) The bidder shall describe options for user training (on-site, online, etc.) The bidder shall recommend training and describe what training is included. Bidders shall describe any training material that is provided. The bidder should include training for a small group of city employee who will then train the remainder of the employees.
- (b) Bidders shall describe what additional Technical and User training is available including costs.
- (c) The bidder shall describe the recommended training location. The training should take place at a location in Winnipeg. Training may take place at the City of Winnipeg training centre which has 15 workstations.

E10. DELIVERY

- E10.1 Goods shall be delivered FOB destination, freight prepaid, within thirty (30) days of award, to:
510 Main Street
Winnipeg, MB
- E10.2 The Contractor shall confirm the delivery, with the Contract Administrator, at least two (2) Business Days before delivery.
- E10.3 Goods shall be delivered between 8:30 a.m. and 12:00 noon, and 1:00 p.m. and 3:30 p.m. on Business Days.