



**THE CITY OF WINNIPEG**

# **BID OPPORTUNITY**

**BID OPPORTUNITY NO. 718-2007**

**SUPPLY AND INSTALL ON-BOARD VIDEO SURVEILLANCE FOR TRANSIT BUSES**

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## **PART B - BIDDING PROCEDURES**

### **B1. CONTRACT TITLE**

B1.1 SUPPLY AND INSTALL ON-BOARD VIDEO SURVEILLANCE FOR TRANSIT BUSES

### **B2. SUBMISSION DEADLINE**

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, January 8, 2008.

B2.2 Bids 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 D4.1.

B3.2 If the Bidder finds errors, discrepancies or omissions in the Bid Opportunity, or is unsure of the meaning or intent of any provision therein, the Bidder shall promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.

B3.3 If the Bidder is unsure of the meaning or intent of any provision therein, the Bidder should request clarification as to the meaning or intent prior to the Submission Deadline.

B3.4 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Bid Opportunity will be provided by the Contract Administrator to all Bidders by issuing an addendum.

B3.5 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the Bid Opportunity will be provided by the Contract Administrator only to the Bidder who made the enquiry.

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

### **B4. ADDENDA**

B4.1 The Contract Administrator may, at any time prior to the Submission deadline, issue addenda correcting errors, discrepancies or omissions in the Bid Opportunity, or clarifying the meaning or intent of any provision therein.

B4.2 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.

B4.2.1 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>.

B4.2.2 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 regularly and shortly before the Submission Deadline, as may be amended by addendum.

B4.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 8 of Form A: Bid. Failure to acknowledge receipt of an addendum may render a Bid non-responsive.

## **B5. SUBSTITUTES**

- B5.1 The Work is based on the materials, equipment, methods and products specified in the Bid Opportunity.
- B5.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B5.3 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.
- B5.4 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.
- B5.5 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.
- B5.6 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.
- B5.6.1 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.
- B5.7 If the Contract Administrator approves a substitute as an “approved equal”, any Bidder may use the approved equal in place of the specified item.
- B5.8 If the Contract Administrator approves a substitute as an “approved alternative”, any Bidder bidding that approved alternative may base his Total Bid Price upon the specified item but may also indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B14.
- B5.9 No later claim by the Contractor for an addition to the price(s) because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.

## **B6. BID SUBMISSION**

- B6.1 The Bid shall consist of the following components:
- (a) Form A: Bid;
  - (b) Form B: Prices;

- (c) Form N: System Specifications; and
  - (d) Information required to be submitted which demonstrate requirements in E2 to E6.
- B6.2 Further to B6.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B5.
- B6.3 All components of the Bid 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 Bid.
- B6.4 The Bid Submission may be submitted by mail, courier or personal delivery, or by facsimile transmission.
- B6.5 If the Bid Submission is submitted by mail, courier or personal delivery, it shall be enclosed and sealed in an envelope clearly marked with the Bid Opportunity number and the Bidder's name and address, and shall be submitted to:
- The City of Winnipeg  
Corporate Finance Department  
Materials Management Branch  
185 King Street, Main Floor  
Winnipeg MB R3B 1J1
- B6.5.1 Samples or other components of the Bid Submission which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the Bid Opportunity number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Bid Submission.
- B6.6 Bidders are advised not to include any information/literature except as requested in accordance with B6.1.
- B6.7 Bidders are advised that inclusion of terms and conditions inconsistent with the Bid Opportunity document, including the General Conditions, may result in the Bid being determined to be non-responsive.
- B6.8 If the Bid Submission is submitted by facsimile transmission, it shall be submitted to (204) 949-1178.
- B6.8.1 The Bidder is advised that the City cannot take responsibility for the availability of the facsimile machine at any time.
- B6.9 Bids submitted by internet electronic mail (e-mail) will not be accepted.
- B7. BID**
- B7.1 The Bidder shall complete Form A: Bid, making all required entries.
- B7.2 Paragraph 2 of Form A: Bid 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.
- B7.2.1 If a Bid is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B7.2.

- B7.3 In Paragraph 3 of Form A: Bid, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Bid.
- B7.4 Paragraph 10 of Form A: Bid 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;
  - (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.
- B7.4.1 The name and official capacity of all individuals signing Form A: Bid shall be printed below such signatures.
- B7.4.2 All signatures shall be original.
- B7.5 If a Bid 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 Bid and the Contract, when awarded, shall be both joint and several.

## **B8. PRICES**

- B8.1 The Bidder shall state a price in Canadian funds for each item of the Work identified on Form B: Prices.
- B8.1.1 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.
- B8.2 The quantities listed on Form B: Prices are to be considered approximate only. The City will use said quantities for the purpose of comparing Bids.
- B8.3 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.

## **B9. QUALIFICATION**

- B9.1 The Bidder shall:
- (a) undertake to be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Bidder does not carry on business in Manitoba, in the jurisdiction where the Bidder does carry on business; and
  - (b) be financially capable of carrying out the terms of the Contract; and
  - (c) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract.

- B9.2 The Bidder and any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:
- (a) be responsible and not be suspended, debarred or in default of any obligations to the City a list of suspended or debarred individuals and companies is available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.
- B9.3 The Bidder and/or any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:
- (a) have successfully carried out work similar in nature, scope and value to the Work, specifically a minimum of 2,000 digital video surveillance systems in operation for a minimum of one year in a bus based urban transit system or school bus system in North America; 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).
- B9.4 The Bidder shall submit, within three (3) Business Days of a request by the Contract Administrator, proof satisfactory to the Contract Administrator of the qualifications of the Bidder and of any proposed Subcontractor.
- B9.5 The Bidder shall provide, on the request of the Contract Administrator, full access to any of the Bidder's equipment and facilities to confirm, to the Contract Administrator's satisfaction, that the Bidder's equipment and facilities are adequate to perform the Work.
- B9.6 The Bidder shall provide, on the request of the Contract Administrator, video samples from an installed video surveillance system that has been subject to the same environmental extremes as those encountered in Winnipeg, Canada. The video samples are required to confirm, to the Contract Administrator's satisfaction, that the Bidder's system will perform as required under extreme temperature and humidity conditions.

## **B10. SYSTEM SPECIFICATIONS**

- B10.1 The Bidder shall fully complete Form N: System Specifications for each alternative that is submitted.
- B10.1.1 Compete Form N: System Specifications as follows:
- (a) Item A: Maximum number of cameras refers to the maximum number of cameras allowed in a single Digital Video Recorder;
  - (b) Item B: Maximum number of audio channels refers to the maximum number of audio channels allowed in a single Digital Video Recorder;
  - (c) Item C: Minimum recording/playback rate refers to lowest number of images per second that the Digital Video Recorder can record and playback;
  - (d) Item D: Online storage capacity refers to the highest memory capacity, in gigabytes, that can be stored on the Digital Video Recorder;
  - (e) Item E: Assuming 30 images per second and 22 hours recording per day, number of days of storage refers to the number of days of video that the Digital Video Recorder can store based on the given parameters;
  - (f) Item F: Video compression type refers to whether the compression type used by the Digital Video Recorder is either conditional or full frame;
  - (g) Item G: User configurable resolution settings refers to all of the resolution settings that can be configured on the Digital Video Recorder by the user;
  - (h) Item H: Minimum lux ratings for cameras refers to the minimum value, in lux, of the system's cameras;

- (i) Item I: Number of hard drive failures per hard drives installed refers to the number of hard drives that have failed after installation compared to the total number hard drives installed;
- (j) Item J: Software tested with Windows VISTA operating system refers to whether the system software has been tested with the Windows VISTA operating system;
- (k) Item K: Duration of installation, per bus refers to the estimated time to perform an installation in a single bus;
- (l) Item L: Number of installers required per installation refers to the number of installers that will be working to achieve the duration of the installation, as described in Item K;
- (m) Item M: Remote system-wide diagnostic capability refers to the ability of the system to diagnose problems with all components of the system remotely from an office workstation rather than having to check systems on the bus;
- (n) Item N: Remote system-wide software upgrade capability refers to the ability of the system to make software upgrades remotely from an office workstation rather than to manually upgrade software on the bus;
- (o) Item O: Number of Field Service Engineers refers to the number of Field Service Engineers employed by the Bidder to handle repairs in the event of a system failure;
- (p) Item P: Response time to deal with system failure refers to the estimated number of hours that the Bidder will not exceed to respond to a repair request;
- (q) Item Q: Repair time to deal with system failure refers to the estimated number of hours that the Bidder will take to either repair the problem or replace the failed component;
- (r) Item R: Spare Parts List is a listing of recommended spare parts that the Bidder will stock at its local representative's facility for the purpose of minimizing repair time. The listing shall resemble the format shown in Form N Item R, and shall include part descriptions and the quantity of those parts to be held in stock;
- (s) Item S: System Maintenance Schedule is a listing of recommended system checks and maintenance on a daily, monthly and yearly basis. The listing shall resemble the format shown in Form N Item S, and shall include a complete list of the recommended system checks and maintenance.

## **B11. OPENING OF BIDS AND RELEASE OF INFORMATION**

- B11.1 Bids will not be opened publicly.
- B11.2 Following the Submission Deadline, the names of the Bidders and their bid prices (unevaluated, and pending review and verification of conformance with requirements) 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>.
- B11.3 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>.
- B11.4 The Bidder is advised that any information contained in any Bid 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.

## **B12. IRREVOCABLE BID**

- B12.1 The Bid(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Bid.

B12.2 The acceptance by the City of any Bid shall not release the Bids of the next two lowest evaluated responsive Bidders and these Bidders shall be bound by their Bids on such Work for the time period specified in Paragraph 9 of Form A: Bid.

### **B13. WITHDRAWAL OF BIDS**

B13.1 A Bidder may withdraw his Bid without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.

B13.1.1 Notwithstanding GC.7.05(2), the time and date of receipt of any notice withdrawing a Bid shall be the time and date of receipt as determined by the Manager of Materials.

B13.1.2 The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Bid or the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid, and only such person, has authority to give notice of withdrawal.

B13.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials will:

- (a) retain the Bid until after the Submission Deadline has elapsed;
- (b) open the Bid to identify the contact person named in Paragraph 3 of Form A: Bid and the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid; and
- (c) if the notice has been given by any one of the persons specified in B13.1.3(b), declare the Bid withdrawn.

B13.2 A Bidder who withdraws his Bid after the Submission Deadline but before his Bid has been released or has lapsed as provided for in B12.2 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.

### **B14. EVALUATION OF BIDS**

B14.1 Award of the Contract shall be based on the following bid evaluation criteria:

- (a) compliance by the Bidder with the requirements of the Bid Opportunity (pass/fail);
- (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B8.1 (pass/fail);
- (c) technical suitability – 50%;
- (d) Total Bid Price – 50%;
- (e) economic analysis of any approved alternative pursuant to B5.

B14.2 Further to B14.1(a), the Award Authority may reject a Bid as being non-responsive if the Bid 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 Bid, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.

B14.3 Further to B14.1(b), the Award Authority shall reject any Bid submitted by a Bidder who does not demonstrate, in his Bid or in other information required to be submitted, that he is responsible and qualified.

B14.4 Further to B14.1(c), the technical suitability will be evaluated on the basis of the information required to be submitted and the extent to which these specifications meet or exceed the City's requirements.

B14.4.1 50% of the bid evaluation criteria is assigned to technical suitability, which shall be based on the following evaluation criteria:

- (a) equipment specifications – 25%;
- (b) installation specifications – 10%;

(c) maintenance specifications – 15%.

B14.5 Further to B14.1(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.

B14.5.1 If there is any discrepancy between the Total Bid Price written in figures, the Total Bid Price written in words and the sum of the quantities multiplied by the unit prices for each item, the sum of the quantities multiplied by the unit prices for each item shall take precedence.

B14.6 This Contract will be awarded as a whole.

## **B15. AWARD OF CONTRACT**

B15.1 The City will give notice of the award of the Contract or will give notice that no award will be made.

B15.2 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 Bids are determined to be responsive.

B15.2.1 Without limiting the generality of B15.2, 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 Bid 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.

B15.3 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Bidder submitting the lowest evaluated responsive Bid.

B15.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his Bid upon written request to the Contract Administrator.

B15.4 Notwithstanding GC.3.01 and GC.3.02, the City will issue a Purchase Order to the successful Bidder in lieu of the execution of a Contract.

B15.5 The Contract Documents, as defined in GC.1.01(7), in their entirety shall be deemed to be incorporated in and to form a part of the Purchase Order notwithstanding that they are not necessarily attached to or accompany said Purchase Order.

## **PART C - GENERAL CONDITIONS**

### **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.

C1.1.1 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 "Bid Opportunity".
- D1.5 The General Conditions are amended by striking out "Tender Submission" wherever it appears in the General Conditions and substituting "Bid Submission".
- D1.6 The General Conditions are amended by striking out "Bidding Instructions" wherever it appears in the General Conditions and substituting "Bidding Procedures".

#### D2. SCOPE OF WORK

- D2.1 The Work to be done under the Contract shall consist of supplying and installing video surveillance systems into City of Winnipeg Transit buses.
- D2.2 The major components of the Work are as follows:
- (a) Supply and install video surveillance equipment for 100 transit buses;
  - (b) Provide training for standard users, supervisors and system administrators on issues of theory, maintenance and service;
  - (c) Provide system service and maintenance on an annual basis.
- D2.3 Further to GC 4.05, if at any time during the twelve (12) month period following the award of the Contract, the City requires additional quantities of the Items, the City may request the Contractor to supply up to 400% additional quantities as Extra Work at the unit prices set out in the Contract. The Contractor may decline to supply the additional quantities without penalty.

#### D3. DEFINITIONS

- D3.1 When used in this Bid Opportunity:
- (a) "**Business Day**" means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
  - (b) "**Submission Deadline**" and "**Time and Date Set for the Final Receipt of Bids**" mean the time and date set out in the Bidding Procedures for final receipt of Bids;
  - (c) "**Award Authority**" means the authority having the jurisdiction to award the Contract according to the City's by-laws, policies or procedures;.

#### D4. CONTRACT ADMINISTRATOR

- D4.1 The Contract Administrator is:  
Tim VanDekerkhove, P.Eng.  
Vehicle Maintenance Engineer, Winnipeg Transit

421 Osborne Street  
Winnipeg, Manitoba R3L 2A2  
Telephone No. (204) 986-2173  
Facsimile No. (204) 986-3672

## **D5. NOTICES**

- D5.1 GC.7.05 is hereby amended to delete reference to "registered mail" and to replace same with "ordinary mail".
- D5.2 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.
- D5.3 Further to GC.7.05, all notices, consents, approvals, statements, authorizations, documents or other communications to the City, except as expressly otherwise required in D5.4, D5.5 or elsewhere in the Contract, shall be sent to the attention of the Contract Administrator at the address or facsimile number identified in D4.1.
- D5.4 All notices of appeal to the Chief Administrative Officer shall be sent to the following address or facsimile number:  
The City of Winnipeg  
Chief Administrative Officer Secretariat  
Attn: Chief Administrative Officer  
Administration Building, 3rd Floor  
510 Main Street  
Winnipeg MB R3B 1B9  
Facsimile No.: (204) 949-1174
- D5.5 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  
Attn: City Solicitor  
185 King Street, 3rd Floor  
Winnipeg MB R3B 1J1  
Facsimile No.: (204) 947-9155

## **SUBMISSIONS**

### **D6. AUTHORITY TO CARRY ON BUSINESS**

- D6.1 The Contractor shall be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Contractor does not carry on business in Manitoba, in the jurisdiction where the Contractor does carry on business, throughout the term of the Contract, and shall provide the Contract Administrator with evidence thereof upon request.

## **D7. SAFE WORK PLAN**

- D7.1 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.
- D7.2 The Safe Work Plan shall 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 Branch internet site at <http://www.winnipeg.ca/matmgt>.

## **D8. WORKERS COMPENSATION**

- D8.1 The Contractor shall be registered with the Workers Compensation Board of Manitoba, shall provide and maintain Workers Compensation coverage throughout the term of the Contract, and shall provide the Contract Administrator with evidence thereof upon request.

## **D9. INSURANCE**

- D9.1 The Contractor shall provide and maintain the following insurance coverage:
- (a) commercial general liability insurance, in the amount of at least two million dollars (\$2,000,000.00) inclusive, with The City of Winnipeg added as an additional insured; such liability policy to also contain a cross-liability clause, non-owned automobile liability and products and completed operations cover, to remain in place at all times during the performance of the Work;
  - (b) if required, automobile liability insurance for owned automobiles used for or in connection with the Work in the amount of at least two million dollars (\$2,000,000.00), to remain in place at all times during the performance of the Work.
- D9.2 Deductibles shall be borne by the Contractor.
- D9.3 The Contractor shall provide the Contract Administrator with a certificate(s) of insurance, in a form satisfactory to the City Solicitor, at least two (2) Business Days prior to the commencement of any Work on the Site but in no event later than the date specified in GC.3.01 for the return of the executed Contract.
- D9.4 The Contractor shall not cancel, materially alter, or cause the policy to lapse without providing at least fifteen (15) Calendar Days prior written notice to the Contract Administrator.
- D9.5 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.

## **D10. PERFORMANCE SECURITY**

- D10.1 The Contractor shall provide and maintain performance security until the expiration of the warranty period in the form of:
- (a) a performance bond of a company registered to conduct the business of a surety in Manitoba, in the form attached to these Supplemental Conditions (Form H1: Performance Bond), in the amount of twenty percent (20%) of the Contract Price; or
  - (b) an irrevocable standby letter of credit issued by a bank or other financial institution registered to conduct business in Manitoba and drawn on a branch located in Winnipeg, in the form attached to these Supplemental Conditions (Form H2: Irrevocable Standby Letter of Credit), in the amount of twenty percent (20%) of the Contract Price; or
  - (c) a certified cheque or draft payable to "The City of Winnipeg", drawn on a bank or other financial institution registered to conduct business in Manitoba, in the amount of twenty percent (20%) of the Contract Price.

- D10.1.1 Where the performance security is in the form of a certified cheque or draft, it will be deposited by the City. The City will not pay any interest on certified cheques or drafts furnished as performance security.

#### **D11. MATERIAL SAFETY DATA SHEETS**

- D11.1 The Contractor shall provide the Contract Administrator with one (1) copy of Material Safety Data Sheets (MSDS's) for each product to be supplied under the Contract at least two (2) Business Days prior to the commencement of Work but in no event later than seven (7) Calendar Days from notification of the award of Contract.
- D11.2 Throughout the term of the Contract, the Contractor shall provide the Contract Administrator with revisions or updates of the MSDS's as soon as may be reasonably possible.

#### **SCHEDULE OF WORK**

##### **D12. COMMENCEMENT**

- D12.1 The Contractor shall not commence any Work until he is in receipt of a notice of award from the City authorizing the commencement of the Work.

#### **MEASUREMENT AND PAYMENT**

##### **D13. PAYMENT**

- D13.1 Further to GC.9.03, effective January 1, 2007 the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

##### **D14. PAYMENT SCHEDULE**

- D14.1 Further to GC.9.01 and GC.9.03, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

#### **WARRANTY**

##### **D15. WARRANTY**

- D15.1 Notwithstanding GC.10.01 and GC.10.02, 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.
- D15.2 In the event that, at any time prior to expiry of the warranty period of the last video surveillance system installed, the City has evidence that twenty percent (20%) or more of the total systems installed pursuant to the Contract have experienced defects or deficiencies of a similar nature and has notified the Contractor of same, the Contractor warrants and agrees that it shall correct, at its sole cost and expense and in a timely manner, such defects or deficiencies for all video surveillance systems in the order notwithstanding that the warranty of any single installed system may have expired prior to receiving such notice.

**FORM H1: PERFORMANCE BOND**  
(See D10.1(a))

KNOW ALL MEN BY THESE PRESENTS THAT

\_\_\_\_\_ ,  
(hereinafter called the "Principal"), and

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

\_\_\_\_\_ dollars (\$\_\_\_\_\_)

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

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

\_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, for:

BID OPPORTUNITY NO. 718-2007

SUPPLY AND INSTALL ON-BOARD VIDEO SURVEILLANCE FOR TRANSIT BUSES

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

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

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

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

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

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

\_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

**SIGNED AND SEALED**  
in the presence of:

\_\_\_\_\_  
(Witness)

\_\_\_\_\_  
(Name of Principal)

Per: \_\_\_\_\_ (Seal)

Per: \_\_\_\_\_

\_\_\_\_\_  
(Name of Surety)

By: \_\_\_\_\_ (Seal)  
(Attorney-in-Fact)

**FORM H2: IRREVOCABLE STANDBY LETTER OF CREDIT  
(PERFORMANCE SECURITY)**  
(See D10.1(b))

\_\_\_\_\_  
(Date)

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

RE: PERFORMANCE SECURITY - BID OPPORTUNITY NO. 718-2007

SUPPLY AND INSTALL ON-BOARD VIDEO SURVEILLANCE FOR TRANSIT BUSES

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

\_\_\_\_\_  
(Name of Contractor)

\_\_\_\_\_  
(Address of Contractor)

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

\_\_\_\_\_ Canadian dollars.

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

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

Partial drawings are permitted.

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

\_\_\_\_\_  
(Address)

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

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

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

\_\_\_\_\_  
(Date)

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

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

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

\_\_\_\_\_  
(Name of bank or financial institution)

Per: \_\_\_\_\_  
(Authorized Signing Officer)

Per: \_\_\_\_\_  
(Authorized Signing Officer)

## PART E - SPECIFICATIONS

### GENERAL

#### E1. APPLICABLE SPECIFICATIONS

E1.1 These Specifications shall apply to the Work.

E1.2 The following Drawings are applicable to the Work:

<u>Drawing No.</u>	<u>Drawing</u>
718-2007_Drawing_001-R0	Surveillance Camera and Video Recorder Locations

#### E2. GOODS

E2.1 These Specifications shall apply to the Work.

E2.2 The Contractor shall supply and install Video Surveillance Systems in accordance with the requirements hereinafter specified.

E2.3 The complete systems supplied under the terms of the contract, including, but not limited to, all hardware, software, installation, maintenance and documentation, must provide archived video footage that is in compliance with Section 31 of the Canada Evidence Act, when required for use in a court of law. Section 31 of the Canada Evidence Act can be accessed at the website [http://laws.justice.gc.ca/en/showdoc/cs/C-5/bo-ga:s\\_2-gb:s\\_19/20070918/en?command=home&caller=SI&search\\_type=all&shorttitle=evidence&day=18&month=9&year=2007&search\\_domain=cs&showall=L&statuteyear=all&lengthannual=50&length=50&noCookie](http://laws.justice.gc.ca/en/showdoc/cs/C-5/bo-ga:s_2-gb:s_19/20070918/en?command=home&caller=SI&search_type=all&shorttitle=evidence&day=18&month=9&year=2007&search_domain=cs&showall=L&statuteyear=all&lengthannual=50&length=50&noCookie).

#### E3. BASIC TECHNICAL OVERVIEW

E3.1 The technical parameters herein represent the minimum acceptable performance requirements when indicated as a must or shall. Options to the system will be clearly stated as an option and are to be priced separately in the Bidder's submission.

E3.2 The system shall consist of the Digital Video Recorder (DVR), cameras, software, all cabling and labour required to install the systems as outlined in these specifications. User, administrator and maintenance level training shall be included. An annual maintenance and service agreement shall be included.

E3.3 The Video Surveillance Systems shall consist of a system whereby video, audio and supporting data is captured, recorded and saved in an "Online" storage medium, which is built into the DVR. Periodically, these data may be transferred from the online storage to an "Archive" storage medium. The archive medium shall be removed from the Digital Video Recorder and stored remotely from the system. The systems shall allow playback of recorded video and audio from both the online storage and the archive medium. Archive medium shall be capable of being played back on a separate unit.

E3.4 Installation of the system shall conform to all CSA, City of Winnipeg Electrical Codes and all applicable motor vehicle safety standards. Where applicable, all equipment shall utilize UL.CSA approved power supplies.

**E4. DETAILED SPECIFICATIONS**

Item No	Suffix	Video Surveillance Subsystem	Description
100	.01	Digital Video Recorder	<p>Recording</p> <ul style="list-style-type: none"> <li>a. The digital video recording system shall be capable of simultaneous recording and playback, allowing the user to review video without interruption of recording.</li> <li>b. The system hardware shall support simultaneous recording of up to 8 cameras.</li> <li>c. The hardware shall support 2 independent audio channels that can be isolated during playback.</li> <li>d. The system shall have a minimum recording and playback rate of 30 images per second per camera and shall be capable of recording and playback of each individual camera at 30 images per second without the use of a quad processor.</li> <li>e. The DVR shall be capable of recording up to 30 images per second, per camera of high quality video (minimum 720 x 480 resolution) for a minimum 22 hours per day per camera with 14 days of on-board storage capacity.</li> <li>f. The system shall feature a pre- and post-event recording feature that provides the ability to store a user-defined amount of time, pre- and post-event, to a separate partition on the hard drive that shall not be overwritten unless manually done so.</li> <li>g. The Digital Video Recorder shall have the capacity to be configured to record continuously or by event</li> <li>h. Software settings shall determine overwriting options: either to continue recording over the first video recorded, or to signal an alarm when the disk is full.</li> <li>i. The DVR shall be required to remain recording for up to 60 minutes after the vehicle ignition is deactivated; provision for allowing the DVR to remain powered in a "sleep state" and be remotely accessible, shall be provided and user configurable for up to 255 minutes</li> <li>j. The DVR shall feature MPEG-4 video compression.</li> </ul>
100	.02	Digital Video Recorder	<p>Playback</p> <ul style="list-style-type: none"> <li>a. The DVR shall utilize user-configurable frame rate and quality settings for each camera</li> <li>b. The DVR shall utilize user-configurable resolution settings with a minimum D1 (720 x 480)</li> </ul>

<p>100</p>	<p>.03</p>	<p>Digital Video Recorder</p>	<p>Connectivity</p> <ul style="list-style-type: none"> <li>a. The DVR shall be equipped with front panel mounted controls for "on-bus" viewing of video and system configuration; the front panel mounted controls shall be password protected</li> <li>b. The system shall be equipped with a USB 2.0 port to allow for exporting video clips or updating software or system configurations.</li> <li>c. The system shall have a GPS module (or connect to an existing GPS system) that provides video overlay information of coordinates, direction and speed and a minimum of five (5) user-defined video overlay inputs (i.e. Speed, Brake Application (inertia sensor), turn signal activation, Headlights, etc.), and this video overlay must toggle off so as not to obscure the image.</li> <li>d. The DVR shall include a functional Ethernet port for system configuration and transmission of video using the Remote Administrative Software over 802.11, LAN/WAN or cellular networks.</li> </ul>
<p>100</p>	<p>.04</p>	<p>Digital Video Recorder</p>	<p>Performance Specifications</p> <ul style="list-style-type: none"> <li>a. The system shall be made entirely of new materials and shall be engineered and constructed with rugged materials to protect the system from environmental elements including shock, dust, water and humidity. An exterior security lock box shall be constructed to the same specifications and environmental requirements.</li> <li>b. The system shall be powered by 12 VDC vehicle power supply and protected from power spikes, surges and reverse polarity operating within a range of 11 to 18 VDC. Power to all 12-volt cameras shall be provided directly from the DVR unit</li> <li>c. The DVR shall be equipped with a temperature sensing system, software controlled fan and integrated heater for operation in a wide range of temperatures from -40°C to +40°C.</li> <li>d. The Digital Video Recorder shall be tested for use in a typical transit environment; evidence of system reliability shall be provided, specifically, the Bidder must have a minimum of 2,000 digital video surveillance systems in operation for a minimum of one year in a bus based urban transit system or school bus system in North America.</li> <li>e. All equipment must comply with the international standard EN55011 regarding the unintentional radiation of RF Noise. All equipment must not cause any interference with existing bus electronic equipment including, but not limited to, the vehicle programmable logic control (PLC) system, engine and transmission controls, APC/AVL/GPS Radio equipment and electronic signs.</li> <li>f. All equipment must comply with international standard EN 61000-4-6 regarding immunity from RF interference.</li> </ul>
<p>100</p>	<p>.05</p>	<p>Digital Video Recorder</p>	<p>DVR unit shall include a manufacturer's warranty of no less than 1-year parts &amp; labour, including the hard disk drives, wiring harnesses, DVR lockbox etc.</p>

120	.01	Camera	All cameras shall be CCD Day/Night cameras and include optional low light, IR illuminating operating between 11 and 18 VDC
120	.02	Camera	Cameras shall have a minimum lux rating of 0.1, with a built-in high sensitivity microphone.
120	.03	Camera	The proposed cameras shall include a manufacturer's warranty of no less than 5-years
130	.01	Bus Operator Interface	The system shall be equipped with an integrated "panic" alarm button & illuminated LED ring capable of reporting system diagnostics such as verification of recording, video loss etc.
140	.01	Online Storage	The system shall provide on-board storage options on a hard disk drive of minimum 750 Gigabytes. No videotapes or video recorders shall be used.
140	.02	Online Storage	The DVR MUST accept non-proprietary, "off-the-shelf" 2.5" or 3.5" hard drives and be field upgradeable for future expansion
140	.03	Online Storage	Video clips shall be stored in a proprietary format in order to ensure authenticity and to fulfill evidentiary requirements in Canadian criminal and civil courts of law, reference the website address in clause E2.3.
150	.01	Archive Storage	The system shall record onto a removable hard disk drive equipped with a key lock to prevent tampering and shall be 'hot-swappable' for use in any other same model DVR without requiring shutdown of the system.
150	.02	Archive Storage	The system shall include 2 optional hard disk players and software to allow for transferring of files directly from the HDD to a PC/Laptop, where the images can be printed, emailed or saved onto another storage media.
160	.01	Remote Administration	The DVR shall include a functional Ethernet port for system configuration and transmission of video using the Remote Administrative Software over 802.11, LAN/WAN or cellular networks.
170	.01	Viewing Station	If the viewing station is proprietary, a total of 10 stations must be supplied.
180	.01	Software	Recording Software a. Software upgrades to mobile DVRs shall be accomplished through the use of a USB2.0 equipped media, or through wireless networking b. Any future software upgrades shall be provided free of cost.

180	.02	Software	<p>Viewing Software</p> <p>a. License-free software that is capable of live viewing, playback, time &amp; date, event and clip searches, and administration shall be available at no extra cost and shall be compatible with Microsoft Windows XP and Microsoft Windows VISTA.</p> <p>b. To retrieve recorded video, the software shall allow for searches by: Event, Time Lapse , Time &amp; Date and by Clip.</p> <p>c. Any future software upgrades shall be provided free of cost.</p>
180	.03	Software	<p>Storing Software</p> <p>a. Options for archiving/retrieving video shall include: saving a video clip as an AVI file, saving as an image (TIFF), or saving video in its native proprietary format.</p> <p>b. When exporting footage to compact disc, the video player shall also be placed on compact disc.</p> <p>c. Any future software upgrades shall be provided free of cost.</p>
180	.04	Software	<p>Remote Administration Software</p> <p>a. All functions of the remote administration software shall be password protected.</p> <p>b. Any future software upgrades shall be provided free of cost.</p>
<b>Installation</b>			
200	.01	Installation	<p>The system must be capable of being mounted both horizontally and/or vertically as warranted by the bus model. (i.e. wheel well mounts on Low Floor New Flyer Buses, rear of the driver's compartment privacy panel, or under passenger seat in older model New Flyer or MCI model buses.</p>
200	.02	Installation	<p>All installations to be performed by Contractor</p>
200	.03	Installation	<p>All installations to be performed on site at 421 Osborne Street</p>
200	.04	Installation	<p>All installations shall be after regular working hours (after 14:30) during weekdays, and also during weekends, due to space and bus availability constraints</p>
200	.05	Installation	<p>Two (2) installation bays shall be available</p>
200	.06	Installation	<p>Contractor shall provide own secure storage for installation materials, tools and equipment</p> <p>Space available may be limited; Contractor may require off site storage for material beyond what is required for installation on each bus.</p> <p>One on-site installation supervisor shall serve as main contact to resolve issues and problems</p>

200	.07	Installation	Video surveillance system installation may be done concurrently with the new radio system installation; therefore, coordination of work with another contractor may be required. Contractor must work as efficiently and effectively as possible.
200	.08	Installation	Prior to installation, and then again prior to releasing bus for service, a check of all electrical and electronic functions must be successfully performed, and signed off, according to checklist supplied by the City.
200	.09	Installation	<p>Installation Plan:</p> <ol style="list-style-type: none"> <li>a. The Contractor shall provide a plan describing in detail the step-by-step procedure for installation of the system.</li> <li>b. The plan shall outline any work that can be completed before the installation of the fixed equipment.</li> <li>c. The plan shall also outline the expected manpower requirement for the installation of the system, and the estimated time required to complete a single installation.</li> <li>d. All installation methods and materials are subject to the approval of the City. The power supply and video transfer wiring must be properly shielded to ensure that it does not emit any signals that can cause interference with the radio, PLC communications, or any other on-board systems.</li> <li>e. All installations shall be subject to inspection and all deficiencies must be corrected promptly and completely.</li> <li>f. All panels and fixtures removed for the installation must be replaced to return the vehicle to their pre-installation condition.</li> <li>g. Surface mount wire runs shall not generally be allowed unless there is no other alternative as verified by the City.</li> </ol>
200	.10	Installation	Contractor shall provide as-built drawings that identify each bus, via bus number, that has an installed video surveillance system
200	.11	Installation	Prior to use, Contractor must validate that the system is capable of acquiring, recording and producing output images that are of sufficient quality to enable law enforcement officials to identify the people and objects depicted therein.
<b>Maintenance/Service Agreement / Warranty</b>			
300	.01	Warranty	The Contractor shall detail the maintenance of the system and all its components. Further to D15, a minimum one (1) year parts, labour and service warranty on all components of the system is required and is to be included in the system cost.
400	.01	Maintenance/Service Agreement	The Contractor shall establish a single, local contact person that shall handle all service calls
400	.02	Maintenance/Service Agreement	The Contractor shall provide service within five (5) Business Days

400	.03	Maintenance/ Service Agreement	The Contractor shall provide regular diagnostic/maintenance on all DVR units and cameras
400	.04	Maintenance/ Service Agreement	The Contractor shall remove video surveillance equipment from scrapped buses and reinstall in new buses or provide to new bus manufacturer for installation. Pricing for hardware install only required.
400	.05	Maintenance/ Service Agreement	The standard one-year maintenance contract shall contain the following: a. One (1) year software maintenance covering any software upgrades and defects of the software specific to the application. A defect in the software would extend the one (1) year contract until such time as the defect is corrected. b. One (1) year replacement warranty on all hardware components. Should a component fail it shall be the responsibility of the supplier to troubleshoot and replace component.
400	.06	Maintenance/ Service Agreement	The Bidder shall include a detailed breakdown of the service capability of their organization. This shall include: a. Number of Field Service Engineers b. Breakdown of engineering support organization supporting product maintenance
400	.07	Maintenance/ Service Agreement	Software upgrades are to be provided at no charge within the first year and are to be included in any service contract.
400	.08	Maintenance/ Service Agreement	The Contractor shall provide the details and costs, if any, of the available technical support programs. Technical support on a 24 hour, 7 day per week basis shall be available via a toll free telephone number.
400	.09	Maintenance/ Service Agreement	In the event of a system failure, the Contractor shall provide details as to typical service response times. These shall include: a. Estimated time before a technician is on site. b. Estimated time to affect a repair or replacement of a defective module.
400	.10	Maintenance/ Service Agreement	The Bidder shall provide the details and costs, if any, to extend the maintenance for years two (2) through five (5) after the original installation.  The Bidder should provide a detailed breakdown, per unit for any systems purchased by the City purchased under specification D2.3.

**E5. TRAINING**

E5.1 The Contractor shall submit a training plan. The training plan shall be based on three levels of training.

- (a) Standard user (operator)

- (b) Supervisory and system administrator
- (c) Theory, maintenance and service

- E5.2 All training levels shall include all subsequent lower levels of training (i.e. training level (c) above shall include standard user, supervisory user and system administration training).
- E5.3 The training plan shall define the content of the courses to be provided and a training schedule outlining the hours required for each course.
- E5.4 For the purposes of pricing and evaluation, the Bidders shall assume a class size of twenty (20) for the user level a) training; a class size of six (6) for the administrator level b) training; and a class size of six (6) for the maintenance level c) training.
- E5.5 The Contractor shall describe a modular approach to the training permitting flexibility of class size and the adaptability to different training locations. Level a) and b) training sessions to be held immediately after the installation of the system. Level c) training to be held shortly thereafter.
- E5.6 The Contractor shall describe any special training equipment, documentation, devices or facilities required or to be developed for all three levels of the training. The Contractor shall describe the qualifications of the training personnel. The Contractor shall identify any proposed training that will be performed by sub-contractors.
- E5.7 The Contractor shall assist the City in the development of Standard Operating Procedures with properly trained transit inspectors.

## **E6. DOCUMENTATION**

- E6.1 The City of Winnipeg reserves the right to copy all documentation for internal purposes.
- E6.2 The Contractor shall supply a minimum of five copies of each of the operation, supervisory, maintenance and service documents. Each of these manuals shall be of commercial print grade quality and include the following information:
- (a) Operation Manual: Basic overview of the system operationally. A detailed description of each function provided and step-by-step instructions on performing each function.
  - (b) Supervisory Manual: Basic overview of the system from a supervisory perspective. A detailed description of each function provided to the supervisor and step by step instructions on performing each function.
  - (c) Maintenance and Service Manual: Technical description of the circuit operation. Technical block diagram showing the configuration and all major elements of the system specific to the site, Internal and external cabling and interconnect diagrams. A fully technical description of all possible system reported faults and alarms. A symptom/solution guide corresponding to all system reported faults. A complete description corresponding to the procedure to be taken to undertake the proposed solution. All suggested preventative maintenance procedures associated to all system components.
- E6.3 The Contractor shall supply to the City of Winnipeg Transit Department all documentation and manuals received as support documentation for all integrated hardware and software packages incorporated in the system as well as all original software media for all embedded software packages.
- E6.4 The Contractor shall provide to the City a complete set of "As Built" drawings within 30 calendar days of an accepted installation date. Each "As-Built" drawing shall make reference to specific buses, by bus number, which underwent that type of installation.