



**THE CITY OF WINNIPEG**

# **REQUEST FOR PROPOSAL**

**RFP NO. 695-2012**

**PROVISION OF TELEPHONE SYSTEM INFRASTRUCTURE, RELATED  
EQUIPMENT AND SYSTEMS AND CELLULAR WIRELESS SERVICES**

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## **PART B - BIDDING PROCEDURES**

### **B1. CONTRACT TITLE**

B1.1 PROVISION OF TELEPHONE SYSTEM INFRASTRUCTURE, RELATED EQUIPMENT AND SYSTEMS AND CELLULAR WIRELESS SERVICES

### **B2. SUBMISSION DEADLINE**

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, January 25, 2013.

B2.2 Proposals determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned upon request.

B2.3 The Contract Administrator or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B2.1.

### **B3. SITE INVESTIGATION**

B3.1 Further to C3.1, the Bidder may make an appointment to view the Site by contacting the Contract Administrator.

B3.2 The Bidder is advised that they shall familiarize themselves with all City locations for the extent and purpose of the Work and shall determine the actual conditions and requirements of the Work.

B3.3 The Bidder shall not be entitled to rely on any information or interpretation received at the Site investigation unless that information or interpretation is the Bidder's direct observation, or is provided by the Contract Administrator in writing.

### **B4. BIDDERS' CONFERENCE**

B4.1 The Contract Administrator will hold a Bidders' Conference at 510 Main Street, 2<sup>nd</sup> Floor, Conference Room 3, from 2:00 p.m. to 5:00 p.m. on December 11, 2012.

B4.2 The Bidder shall not be entitled to rely on any information or interpretation received at the Bidders' conference unless that information or interpretation is provided by the Contract Administrator in writing.

### **B5. ENQUIRIES**

B5.1 All enquiries shall be directed to the Contract Administrator identified in D5.1.

B5.2 If the Bidder finds errors, discrepancies or omissions in the Request for Proposal, or is unsure of the meaning or intent of any provision therein, the Bidder shall promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.

B5.3 If the Bidder is unsure of the meaning or intent of any provision therein, the Bidder should request clarification as to the meaning or intent prior to the Submission Deadline.

B5.4 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator to all Bidders by issuing an addendum.

B5.5 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator only to the Bidder who made the enquiry.

B5.6 The Bidder shall not be entitled to rely on any response or interpretation received pursuant to B5 unless that response or interpretation is provided by the Contract Administrator in writing.

## **B6. CONFIDENTIALITY**

B6.1 Information provided to a Bidder by the City or acquired by a Bidder by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator.

B6.2 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.

## **B7. ADDENDA**

B7.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the Request for Proposal, or clarifying the meaning or intent of any provision therein.

B7.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.

B7.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgmt/bidopp.asp>

B7.2.2 The Bidder is responsible for ensuring that he/she has received all addenda and is advised to check the Materials Management Division website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.

B7.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 9 of Form A: Proposal. Failure to acknowledge receipt of an addendum may render a Proposal non-responsive.

## **B8. SUBSTITUTES**

B8.1 The Work is based on the Plant, Materials and methods specified in the Request for Proposal.

B8.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.

B8.3 Requests for approval of a substitute will not be considered unless received in writing by the Contract Administrator at least fifteen (15) Business Days prior to the Submission Deadline.

B8.4 The Bidder shall ensure that any and all requests for approval of a substitute:

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

substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the proposed work schedule and the dates specified in the Supplemental Conditions for Substantial Performance and Total Performance.

- B8.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his/her sole discretion grant approval for the use of a substitute as an “approved equal” or as an “approved alternative”, or may refuse to grant approval of the substitute.
- B8.6 The Contract Administrator will provide a response in writing, at least two (2) Business Days prior to the Submission Deadline, only to the Bidder who requested approval of the substitute.
- B8.6.1 The Bidder requesting and obtaining the approval of a substitute shall be entirely responsible for disseminating information regarding the approval to any person or persons he/she wishes to inform.
- B8.7 If the Contract Administrator approves a substitute as an “approved equal”, any Bidder may use the approved equal in place of the specified item.
- B8.8 If the Contract Administrator approves a substitute as an “approved alternative”, any Bidder bidding that approved alternative may base his/her Total Bid Price upon the specified item but may also indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B21.
- B8.9 No later claim by the Contractor for an addition to the Total Bid Price because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.
- B8.10 Notwithstanding B8.2 to B8.9 and in accordance with B9.4, deviations inconsistent with the Request for Proposal document shall be evaluated in accordance with B21.1(a).

## **B9. PROPOSAL SUBMISSION**

- B9.1 The Proposal shall consist of the following components:
  - (a) Form A: Proposal;
  - (b) Form B: Detailed Price Breakdown (Form B), including Value Add;
  - (c) Bidder Response; and
  - (d) Specification Response
- B9.1 Bidders should be as creative as possible in delivering the most cost effective and sound solution. The RFP was constructed to provide Bidders an opportunity to provide an effective solution to provide similar or improved features at similar or reduced prices.
- B9.2 Further to B9.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B8.
- B9.3 All components of the Proposal shall be fully completed or provided, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely, to constitute a responsive Proposal.
- B9.3.1 Bidders shall submit one (1) unbound original (marked “original”) and five (5) copies plus (1) one copy in an MS Office compatible electronic format on a standard CD. If there is any discrepancy between the electronic version and the hard copy, the original hard copy shall take precedence.
- B9.3.1 MS Word format documents of Form B: Detailed Price Breakdown and Part E Specifications have been provided for the convenience of Bidders. The PDF version of these documents will take precedence.

- B9.4 Bidders are advised that inclusion of terms and conditions inconsistent with the Proposal document, including the General Conditions, will be evaluated in accordance with B21.1(a).
- B9.5 Bidders are advised not to include any information/literature except as requested in accordance with B9.
- B9.6 The Proposal should be submitted enclosed and sealed in an envelope clearly marked with the RFP number and the Bidder's name and address.
- B9.6.1 Samples or other components of the Proposal Submission which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the RFP number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Proposal Submission.
- B9.7 Proposals submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.
- B9.8 Proposals shall be submitted to:  
The City of Winnipeg  
Corporate Finance Department  
Materials Management Division  
185 King Street, Main Floor  
Winnipeg MB R3B 1J1

## **B10. PROPOSAL**

- B10.1 The Bidder shall complete Form A: Proposal, making all required entries.
- B10.2 Paragraph 2 of Form A: Proposal shall be completed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his/her own name, his/her name shall be inserted;
  - (b) if the Bidder is a partnership, the full name of the partnership shall be inserted;
  - (c) if the Bidder is a corporation, the full name of the corporation shall be inserted;
  - (d) if the Bidder is carrying on business under a name other than his/her own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.
- B10.2.1 If a Proposal is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B10.2.
- B10.3 In Paragraph 3 of Form A: Proposal, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Proposal.
- B10.4 Paragraph 11 of Form A: Proposal shall be signed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his/her own name, it shall be signed by the Bidder;
  - (b) if the Bidder is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
  - (c) if the Bidder is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;
  - (d) if the Bidder is carrying on business under a name other than his/her own, it shall be signed by the registered owner of the business name, or by the registered owner's authorized officials if the owner is a partnership or a corporation.

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

B10.5 If a Proposal is submitted jointly by two or more persons, the word "Bidder" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Bidders in the Proposal and the Contract, when awarded, shall be both joint and several.

## **B11. FORM B: DETAILED PRICE BREAKDOWN**

B11.1 The Bidder shall state a fixed price in Canadian funds for each item of Work in each Section as indicated in B11.4 and in accordance with E4, E5, E6 and E7.

B11.2 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;
- (e) Any and all equipment and services necessary to provide the service over the term of the contract, unless otherwise specified by the City in the RFP;
- (f) Applicable discounts;
- (g) Any termination charges.

B11.3 The quantities listed on Form B are to be considered approximate only. The City will use said quantities for the purpose of comparing Proposals.

B11.4 Prices shall be fixed for the duration of the contract except for changes stipulated, with amounts and effective dates, in the Proposal submission. **Proposals submitted with prices subject to a manufacturers increase, may be considered NON-responsive** with the exception of tax or tariffed increases.

B11.4.1 Service plan and feature prices are not to exceed those listed in the detailed price submission. Reduction in prices through the term of the contract will be encouraged, with notification to the contract administrator.

B11.4.2 Hardware prices stipulated in Proposal submission shall not be increased at a later date.

B11.5 The quantities listed in the Bid are to be considered approximate only. The City will use said quantities for the purpose of evaluating Proposals. The Bidder is advised to refer to D2 for further information regarding quantities during the term of the Contract.

B11.6 The quantities for which payment will be made to the Contractor are to be determined by the Work actually performed and completed by the Contractor, to be measured as specified in the applicable Specifications.

B11.7 Payments to Non-Resident Contractors are subject to Non-Resident Withholding Tax pursuant to the Income Tax Act (Canada).

## **B12. QUALIFICATION**

B12.1 The Bidder shall:

- (a) undertake to be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Bidder

- does not carry on business in Manitoba, in the jurisdiction where the Bidder does carry on business; and
- (b) be financially capable of carrying out the terms of the Contract; and
  - (c) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract.
- B12.2 The Bidder and any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:
- (a) be responsible and not be suspended, debarred or in default of any obligations to the City. A list of suspended or debarred individuals and companies is available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/debar.stm>
- B12.3 The Bidder and/or any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:
- (a) have successfully carried out work similar in nature, scope and value to the Work; and
  - (b) be fully capable of performing the Work required to be in strict accordance with the terms and provisions of the Contract; and
  - (c) have a written workplace safety and health program, if required, pursuant to The Workplace Safety and Health Act (Manitoba);
  - (d) Provide three references for work performed within the last five (5) years that are similar in nature and scope for each Specification Response indicating "References required". Bidders may provide a single consolidated reference list, but must explicitly relate each Specification Response requiring references to the relevant reference in the consolidated list
  - (e) provide proof satisfactory to the Contract Administrator the Security Clearances as identified in Appendix A.
- B12.4 The Bidder shall submit, within three (3) Business Days of a request by the Contract Administrator, proof satisfactory to the Contract Administrator of the qualifications of the Bidder and of any proposed Subcontractor.
- B12.5 The Bidder shall provide, on the request of the Contract Administrator, full access to any of the Bidder's equipment and facilities to confirm, to the Contract Administrator's satisfaction, that the Bidder's equipment and facilities are adequate to perform the Work.

## **B13. BIDDER RESPONSE**

### **SECTION A – CELLULAR VOICE ONLY AND VOICE+DATA**

#### **Hardware**

- B13.1 The Bidder shall provide the specifications of each model listed in Form B.
- B13.2 The Bidder shall indicate when mid-contract upgrade(s) would take place.
- B13.3 If the Bidder will not be the direct supplier of the hardware, the Bidder shall identify the supplier(s) and shall provide or include, in his Proposal Submission, all information required hereinafter on behalf of the Subcontractor.
- B13.4 The Contractor shall deliver Cellular hardware same day where possible with a maximum delivery time of no more than two business days. The Bidder shall detail the delivery process including pick-up locations and delivery times
- B13.5 The Bidder shall describe the supply and distribution network including order processing, locations of key inventories and transportation arrangements for cellular hardware. (**Reference required**)

- B13.6 The Bidder shall describe how training on cellular devices will be provided for both delivered and picked-up hardware. **(Reference required)**
- B13.7 The Bidder shall describe how supply of hardware will be billed. **(Reference required)**
- B13.8 The Bidder shall describe his ability to provide loaner and trial devices through the term of the contract at no charge to the City. **(Reference required)**

### **Accessories**

- B13.9 Bidder shall provide the specifications of each accessory listed in Form B.

### **Service**

- B13.10 The Bidder shall provide a complete description of each service plan offered in Form B.
- B13.11 The Bidder shall provide detailed information on the capacity of their existing wireless network and provide the following information:
- (a) number of Cellular sites within Winnipeg;
  - (b) number of Cellular sites within Manitoba;
  - (c) number of Radio bands used (700, 800 1900, 2100 MHz etc.);
  - (d) roaming agreements outside of Manitoba but within Canada;
  - (e) roaming agreements Outside of Canada;
  - (f) approximate number of current users within Winnipeg;
  - (g) system design capacity of the largest cell site in Winnipeg. (i.e. maximum number of simultaneous users);
  - (h) without divulging strategic business plans, any plans for expanding capacity within the City of Winnipeg and surrounding capital region.
- B13.12 The Bidder shall describe any Wireless Priority Service available for voice and data.
- B13.13 The Bidder shall provide coverage maps of the wireless voice+data network(s) proposed. The Bidder shall also detail the metrics used in determining the coverage of the maps provided.
- B13.14 The Bidder shall identify all areas with known coverage issues (i.e.: dead spots), on each 2G/3G/4G network proposed, and indicate planned improvements and timelines. **(Reference required)**
- B13.15 Users who seasonally deactivate from the network should be able to reactivate with the same cellular telephone number. The Bidder shall describe his ability to allow seasonally deactivated devices to retain their phone numbers when reactivating. **(Reference required)**

### **Features**

- B13.16 Bidder shall provide descriptions of features available in Form B.
- B13.17 The Bidder shall provide a detailed description of the voice messaging service, including a complete instructional pamphlet or brochure which includes all the features of the system. The Bidder shall indicate if the system can indicate the time and date the message was left.
- B13.18 The Bidder shall provide a detailed explanation of how air time charges are calculated for leaving and retrieving messages, and, where applicable, for paging services.
- B13.19 The Bidder shall provide a detailed explanation of what directory assistance services are available and how air time charges are measured and calculated for those services.

### **Long distance**

B13.20 If the price per minute for long distance varies by location, Bidder shall include complete table of prices and locations.

### **Billing system**

B13.21 The Bidder shall describe in detail available electronic billing options for the following services and provide samples of each type of billing or summary available (**Reference required**):

- (a) detailed billing;
- (b) consolidated billing;
- (c) summary billing;
- (d) department billing;
- (e) summary of current charges;
- (f) detail summary billing;
- (g) long distance charges;
- (h) roaming charges.

B13.22 The Bidder shall provide details on the how the proposed billing system could integrate with the City's financial systems. (**Reference required**)

B13.23 Bidder shall identify which prices from Form B may be tarified by the CRTC or other regulatory agency. Clearly identify any Proposal conditioned upon a regulatory agency's rulings and identify any anticipated effect on prices.

### **Repair and Warranty**

B13.24 The Bidder shall describe how repair/warranty and maintenance for cellular devices will be handled on a day to day basis. (**Reference required**)

B13.25 The Bidder shall describe how repair and maintenance will be handled during evening and weekend periods. (**Reference required**)

B13.26 The Bidder shall describe any extended warranty options available to the City after basic warranty expires. (**Reference required**)

B13.27 The Bidder shall indicate mean time to repair cell phones. (**Reference required**)

B13.28 The Bidder shall describe their ability to provide local repair service. (**Reference required**)

B13.29 The Bidder shall detail their procedures for the return and exchange of defective or malfunctioning phones under warranty and also after the warranty period. (**Reference required**)

B13.30 The Bidder shall detail their procedures for the return and exchange of defective or malfunctioning phones caused by negligence or willful damage including in Form B any costs to the City of Winnipeg. (**Reference required**)

B13.31 The Bidder shall describe the process users will be required to follow to report service issues. Process description shall describe for both regular business hours and weekends. (**Reference required**)

### **Service Level Agreement**

B13.32 The Bidder shall identify system redundancies, and contingency plans for network reliability including cellular sites. Information should include protection and monitoring, alternate power supplies, backup power solutions, failover, etc. (**Reference required**)

B13.33 The Bidder shall detail how they will meet or exceed the service level agreement metrics found in Section E. (**Reference required**)

B13.34 The Bidder shall describe the Business Resumption process and how it would be implemented for the City of Winnipeg

B13.35 The Bidder shall describe the reporting method during evening and weekend periods for system problems which may affect multiple users.

### **Implementation Schedule**

B13.36 The Bidder shall detail their proposed implementation schedule indicating all major milestones and resource plans. **(Reference required)**

B13.37 The Bidder shall describe the process that would be followed in the event the City must change all the current assigned cellular telephone numbers. **(Reference required)**

### **Administration**

B13.38 The Bidder should describe the capability for the City to be able to activate or deactivate cell phones, perform programming changes and modify subscriber profiles. If the system does not conform to this requirement, describe in detail how the Contractor will perform these services at no additional charge as stated in D2.3.

## SECTION B – CELLULAR WIRELESS – DATA ONLY

### Hardware

- B13.39 The Bidder shall provide the specifications of each model listed in Form B.
- B13.40 If the Bidder will not be the direct supplier of the hardware, the Bidder shall identify the supplier(s) and shall provide or include, in his Proposal Submission, all information required hereinafter on behalf of the Subcontractor.
- B13.41 The Contractor shall deliver cellular wireless data hardware same day where possible with a maximum delivery time of no more than two business days unless otherwise specified. The bidder shall detail the delivery process including pick-up locations and delivery times. **(Reference required)**
- B13.42 The Bidder shall describe the supply and distribution network including order processing, locations of key inventories and transportation arrangements for cellular wireless hardware. **(Reference required)**
- B13.43 The Bidder shall describe how supply of hardware will be billed. **(Reference required)**
- B13.44 The Bidder shall detail the delivery process including pick-up locations and delivery times. **(Reference required)**
- B13.45 The Bidder shall, in his Proposal Submission, describe how training on cellular wireless devices will be provided for both delivered and picked-up hardware. **(Reference required)**
- B13.46 The Bidder shall describe his ability to provide trial devices through the term of the contract at no charge to the City. **(Reference required)**

### Service

- B13.47 The Bidder shall provide a complete description of each service plan offered in Form B.
- B13.48 The Bidder shall provide detailed information on the capacity of their existing wireless network and provide the following information:
- (a) number of Cellular sites within Winnipeg;
  - (b) number of Cellular sites within Manitoba;
  - (c) number of Radio bands used (700, 800 1900, 2100 MHz etc.);
  - (d) roaming agreements outside of Manitoba;
  - (e) roaming agreements outside of Canada;
  - (f) approximate number of current Cellular wireless data devices being used within Winnipeg;
  - (g) system design capacity of the largest cell site in Winnipeg. (i.e. maximum number of simultaneous users);
  - (h) without divulging strategic business plans, any plans for expanding capacity within the City of Winnipeg and surrounding capital region.
- B13.49 The Bidder shall describe any Wireless Priority Service available for data.
- B13.50 The Bidder shall provide coverage maps of the wireless data network(s) proposed. The bidder shall also detail the metrics used in determining the coverage of the maps provided.
- B13.51 The Bidder shall identify all areas with known coverage issues (i.e.: dead spots) and indicate planned improvements and timelines. **(Reference required)**

B13.52 Users who seasonally deactivate from the network should be able to reactivate with the same cellular telephone number. The Bidder shall describe his ability to allow seasonally deactivated devices to retain their phone numbers when reactivating. **(Reference required)**

### Features

B13.53 The Bidder shall provide descriptions of features available in Form B.

### Billing system

B13.54 The Bidder shall describe in detail available electronic billing options for the following services and provide samples of each type of billing or summary available **(Reference required)**:

- (a) detailed billing;
- (b) consolidated billing;
- (c) summary billing;
- (d) department billing;
- (e) summary of current charges;
- (f) detail summary billing;
- (g) roaming charges.

B13.55 The Bidder shall provide details on the how the proposed billing system could integrate with the City's financial systems. **(Reference required)**

B13.56 Bidder shall identify which prices from Form B may be tariffed by the CRTC or other regulatory agency. Clearly identify any Proposal conditioned upon a regulatory agency's rulings and identify any anticipated effect on prices.

### Repair and Warranty

B13.57 The Bidder shall describe how repair/warranty and maintenance for cellular wireless data devices will be handled on a day to day basis. **(Reference required)**

B13.58 The Bidder shall describe how repair and maintenance will be handled during evening and weekend periods. **(Reference required)**

B13.59 The Bidder shall describe any extended warranty options available to the City after basic warranty expires. **(Reference required)**

B13.60 The Bidder shall indicate mean time to repair cellular wireless data devices. **(Reference required)**

B13.61 The Bidder shall describe their ability to provide local repair service. **(Reference required)**

B13.62 The Bidder shall detail their procedures for the return and exchange of defective or malfunctioning devices under warranty and also after the warranty period. **(Reference required)**

B13.63 The Bidder shall detail their procedures for the return and exchange of defective or malfunctioning devices caused by negligence or willful damage including in Form B any costs to the City of Winnipeg. **(Reference required)**

B13.64 The Bidder shall describe the process users will be required to follow to report service issues. Process description shall describe for both regular business hours and weekends. **(Reference required)**

### Service Level Agreement

- B13.65 The Bidder shall identify system redundancies, and contingency plans for network reliability including cellular sites. Information should include protection and monitoring, alternate power supplies, backup power solutions, failover, etc. **(Reference required)**
- B13.66 The Bidder shall detail how they will meet or exceed the City's current Service level agreement which is found in Section E. **(Reference required)**
- B13.67 Describe the Business Resumption process and how it would be implemented for the City of Winnipeg. **(Reference required)**
- B13.68 The Bidder shall describe the reporting method during evening and weekend periods for system problems which may affect multiple users. **(Reference required)**

### **Implementation Schedule**

- B13.69 The Bidder shall detail their proposed implementation schedule indicating all major milestones and resource plans. **(Reference required)**
- B13.70 The Bidder shall describe the process that would be followed in the event the City must change all the current assigned cellular wireless data telephone numbers.

### **Administration**

- B13.71 The Bidder should describe the capability for the City to be able to activate or deactivate devices, perform programming changes and modify subscriber profiles. If the system does not conform to this requirement, describe in detail how the Contractor will perform these services at no additional charge as stated in D2.3.

### **Custom Access Point Name (APN)**

- B13.72 The City requires a Custom Access Point Name (APN) which connects between our internal network and the Bidders network. The Bidder shall advise if this type of service is available on your network. The bidder shall identify all applicable charges for this service.

## SECTION C – LAND LINE – CENTREX / ANALOGUE

### Hardware

- B13.73 The Bidder shall identify if proposed solution will be compatible with the City's existing telephone sets and wiring. If not, rates provided in Form B shall be inclusive of the replacement and/or modification of all existing sets and/or wiring. If replacement or modification is required, provide a detailed proposal thereof. Specify if any proprietary hardware, software or communication protocols will be used.
- B13.74 The Bidder shall provide the specifications of each model listed in Form B.
- B13.75 The Bidder shall describe availability of replacement and/or new products. **(Reference required)**
- B13.76 The Bidder shall describe the process to order phone sets and peripheral equipment. **(Reference required)**

### Accessories

- B13.77 The Bidder shall provide specifications for all accessories listed in Form B

### Features

- B13.78 The Bidder shall describe all features offered in Form B.

### Other Services

- B13.79 The Bidder shall provide a detailed explanation of what directory assistance services are available and how usage charges are measured and calculated for those services.
- B13.80 The Bidder shall provide a detailed explanation of what call processing services i.e. Interalia – are available and how usage charges are measured and calculated for those services.
- B13.81 The Bidder shall provide a detailed explanation of what conference bridge services are available and how usage charges are measured and calculated for those services.
- B13.82 The Bidder shall confirm if the City can retain its current numbering scheme (i.e. 204.986.XXXX).

### Long Distance

- B13.83 Bidder shall describe how these types of long distance calls are initiated, (i.e. access codes)
- (a) calling card calls;
  - (b) third number billing;
  - (c) collect calls;
  - (d) operator assistance;
  - (e) Information 411;
  - (f) ability to dial 911
  - (g) 1-800 calls;
  - (h) 1-900 calls.

### Billing system

- B13.84 The Bidder shall describe in detail available electronic billing options for the following services and provide samples of each type of billing or summary available **(Reference required)**:

- (a) detailed billing;
- (b) consolidated billing;
- (c) summary billing;
- (d) department billing;
- (e) summary of current charges;
- (f) detail summary billing;
- (g) long distance charges.

B13.85 The Bidder shall provide details on how the proposed billing system could integrate with the city's financial billing systems. **(Reference required)**

B13.86 Bidder shall identify which prices from Form B may be tariffed by the CRTC or other regulatory agency. Clearly identify any Proposal conditioned upon a regulatory agency's rulings and identify any anticipated effect on prices.

### **Repair and Warranty**

B13.87 The Bidder shall describe how repair/warranty and maintenance for devices will be handled on a day to day basis. **(Reference required)**

B13.88 The Bidder shall describe how repair and maintenance will be handled during evening and weekend periods. **(Reference required)**

B13.89 The Bidder shall indicate mean time to repair devices. **(Reference required)**

B13.90 The Bidder shall describe any extended warranty options available to the City after basic warranty expires. **(Reference required)**

B13.91 The Bidder shall describe their ability to provide local repair service. **(Reference required)**

B13.92 The Bidder shall detail their procedures for the return and exchange of defective or malfunctioning devices under warranty and also after the warranty period. **(Reference required)**

B13.93 The Bidder shall detail their procedures for the return and exchange of defective or malfunctioning devices caused by negligence or willful damage including in Form B any costs to the City of Winnipeg. **(Reference required)**

B13.94 The Bidder shall describe the process users will be required to follow to report service issues. Process description shall describe for both regular business hours and weekends. **(Reference required)**

### **Service Level Agreement**

B13.95 The Bidder shall identify system redundancies, and contingency plans for network reliability. Information should include protection and monitoring, alternate power supplies, backup power solutions, failover, etc. **(Reference required)**

B13.96 The Bidder shall detail how they will meet or exceed the service level agreement metrics found in Section E.

B13.97 The Bidder shall describe the business resumption process and how it would be implemented for the City of Winnipeg. **(Reference required)**

B13.98 The Bidder shall describe the reporting method during evening and weekend periods for system problems which may affect multiple users.

B13.99 The Bidder shall provide repair statistics for the proposed Centrex system, including Mean Time Between Failure and Mean Time to Repair, based on existing installations of a similar nature and size. **(Reference required)**

### **Implementation Schedule**

B13.100 The Bidder shall detail their proposed implementation schedule indicating all major milestones and resource plans. **(Reference required)**

B13.101 The Bidder shall describe the anticipated impact the implementation will have on staff. **(Reference required)**

### **Administration**

B13.102 The Bidder shall describe the capability for the City to be able to activate or deactivate phones, perform programming changes and modify subscriber profiles. If the system does not conform to this requirement, describe in detail how the Contractor will perform these services at no additional charge as stated in D2.3. **(Reference required)**

B13.103 The Bidder shall describe process for performing installations, moves, adds, changes and deletions and provide time lines for daily work orders to be completed. **(Reference required)**

B13.104 The City recognizes that the Specifications do not necessarily address all aspects of a telephone system. The Bidder shall provide any additional information that would be relevant to the City (e.g., levels of service during civic emergencies such as the flood of 1997). The Bidder may provide references.

## SECTION D – LAND LINE – VOIP

### Hardware

- B13.105 The Bidder shall provide a detailed description of the proposed VoIP solution including hardware, software, network communication, bandwidth requirements and features. The Bidder shall describe how their solution can co-exist in situations where a single network drop is available for both Contractor-owned phone and City-owned computer. The description shall include technical and procedural consideration for wiring closet infrastructure (Contractor-owned switches and UPSs, City-owned switches).
- B13.106 The Bidder shall identify if the proposed solution will utilize existing City's telephone sets and wiring, or the proposal shall provide for the replacement and/or modification of all existing sets or wiring. If replacement or modification is required, provide a detailed proposal thereof.
- B13.107 The Bidder shall describe the process for adding net-new handsets to the system, including availability of replacement and/or new products and what process would be followed to order phone sets and peripheral equipment. (**Reference required**)

### Accessories

- B13.108 The Bidder shall provide specifications for all accessories in Form B.

### Features

- B13.109 The Bidder shall describe all features offered in Form B.

### Other Services

- B13.110 The Bidder shall provide a detailed explanation of what directory assistance services are available and how usage charges are measured and calculated for those services.
- B13.111 The Bidder shall provide a detailed explanation of what conference bridge services are available and how usage charges are measured and calculated for those services.
- B13.112 The Bidder shall confirm if the City can retain its current numbering scheme (i.e. 204.986.XXXX)

### Long distance

- B13.113 Bidder shall describe how the following types of calls are initiated, (i.e. access codes)
- (a) calling cards;
  - (b) third number billing;
  - (c) collect calls;
  - (d) operator assistance
  - (e) Information;
  - (f) ability to dial 911;
  - (g) 1-800 calls;
  - (h) 1-900 calls.

### Billing

- B13.114 The Bidder shall describe in detail available electronic billing options for the following services and provide samples of each type of billing or summary available (**Reference required**):
- (a) detailed billing by individual user;
  - (b) detailed billing by account number;

- (c) consolidated billing;
- (d) summary billing;
- (e) department billing;
- (f) summary of current charges;
- (g) detail summary billing;
- (h) long distance charges.

B13.115 The Bidder shall provide details on how the proposed billing system could integrate with the city's financial billing systems. **(Reference required)**

B13.116 Bidder shall identify which prices from Form B may be tarified by the CRTC or other regulatory agency. Clearly identify any Proposal conditioned upon a regulatory agency's rulings and identify any anticipated effect on prices.

### **Repair and Warranty**

B13.117 The Bidder shall describe how repair/warranty and maintenance for devices will be handled on a day to day basis. **(Reference required)**

B13.118 The Bidder shall describe how repair and maintenance will be handled during evening and weekend periods. **(Reference required)**

B13.119 The Bidder shall indicate mean time to repair devices. **(Reference required)**

B13.120 The Bidder shall describe any extended warranty options available to the City after basic warranty expires. **(Reference required)**

B13.121 The Bidder shall describe their ability to provide local repair service. **(Reference required)**

B13.122 The Bidder shall detail their procedures for the return and exchange of defective or malfunctioning devices under warranty and also after the warranty period. **(Reference required)**

B13.123 The Bidder shall detail their procedures for the return and exchange of defective or malfunctioning devices caused by negligence or willful damage including in Form B any costs to the City of Winnipeg. **(Reference required)**

B13.124 The Bidder shall describe the process users will be required to follow to report service issues. Process description shall describe for both regular business hours and weekends. **(Reference required)**

### **Service Level Agreement**

B13.125 The Bidder shall identify system redundancies, and contingency plans for network reliability. Information should include protection and monitoring, alternate power supplies, backup power solutions, failover, etc. **(Reference required)**

B13.126 The Bidder shall detail how they will meet or exceed the service level agreement metrics found in Section E. **(Reference required)**

B13.127 The Bidder shall describe the Business Resumption process and how it would be implemented for the City of Winnipeg. **(Reference required)**

B13.128 The Bidder shall describe the reporting method during evening and weekend periods for system problems which may affect multiple users. **(Reference required)**

B13.129 The Bidder shall provide repair statistics for the proposed Centrex system, including Mean Time Between Failure (MTBF) and Mean Time to Repair (MTTR), based on existing installations of a similar nature and size. References Required. **(Reference required)**

## **Implementation Schedule**

B13.130 The Bidder shall detail their proposed implementation schedule indicating all major milestones and resource plans. **(Reference required)**

B13.131 The Bidder shall describe the anticipated impact the implementation will have on staff. **(Reference required)**

## **Administration**

B13.132 The Bidder shall describe the capability for the City to be able to activate or deactivate phones, perform programming changes and modify subscriber profiles. If the system does not conform to this requirement, describe in detail how the Contractor will perform these services at no additional charge as stated in D2.3. **(Reference required)**

B13.133 The Bidder shall describe process for performing installations, moves, adds, changes and deletions and provide time lines for daily work orders to be completed. **(Reference required)**

B13.134 The City recognizes that the Specifications do not necessarily address all aspects of a telephone system. The Bidder shall provide any additional information that would be relevant to the City (e.g., levels of service during civic emergencies such as the flood of 1997). The Bidder may provide references.

## **B14. SPECIFICATION RESPONSE**

B14.1 The Bidder shall provide a response to each point in Part E Specifications indicating that they comply or do not comply.

## **B15. VALUE-ADD**

B15.1 The Bidder may provide a description for any Value Add Services in Items 67, 110, 169 and 236.

## **B16. OPENING OF PROPOSALS AND RELEASE OF INFORMATION**

B16.1 Proposals will not be opened publicly.

B16.2 After award of Contract, the name(s) of the successful Bidder(s) and the Contract amount(s) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/>

B16.3 To the extent permitted, the City shall treat all Proposal Submissions as confidential, however the Bidder is advised that any information contained in any Proposal may be released if required by City policy or procedures, by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law.

B16.4 Following the award of Contract, a Bidder will be provided with information related to the evaluation of his/her submission upon written request to the Contract Administrator.

## **B17. IRREVOCABLE OFFER**

B17.1 The Proposal(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 10 of Form A: Proposal.

B17.2 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 until a Contract for the Work has been duly executed and the performance security furnished as herein provided, but any offer shall be deemed to have lapsed unless accepted within the time period specified in Paragraph 10 of Form A: Proposal.

## **B18. WITHDRAWAL OF OFFERS**

- B18.1 A Bidder may withdraw his/her Proposal without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.
- B18.1.1 Notwithstanding C22.5, 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.
- B18.1.2 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.
- B18.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials will:
- (a) retain the Proposal until after the Submission Deadline has elapsed;
  - (b) open the Proposal to identify the contact person named in Paragraph 3 of Form A: Proposal and the Bidder's authorized representatives named in Paragraph 11 of Form A: Proposal; and
  - (c) if the notice has been given by any one of the persons specified in B18.1.3(b), declare the Proposal withdrawn.
- B18.2 A Bidder who withdraws his/her Proposal after the Submission Deadline but before his/her offer has been released or has lapsed as provided for in B17.2 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.

## **B19. INTERVIEWS**

- B19.1 The Contract Administrator may, in his/her sole discretion:
- (a) interview Bidders during the evaluation process;
  - (b) request a live demonstration and oral presentation from Bidders of their proposed solution.

## **B20. NEGOTIATIONS**

- B20.1 The City reserves the right to negotiate details of the Contract with any Bidder. Bidders are advised to present their best offer, not a starting point for negotiations in their Proposal Submission.
- B20.2 The City may negotiate with the Bidders submitting, in the City's opinion, the most advantageous Proposals. The City may enter into negotiations with one or more Bidders without being obligated to offer the same opportunity to any other Bidders. Negotiations may be concurrent and will involve each Bidder individually. The City shall incur no liability to any Bidder as a result of such negotiations.
- B20.3 If, in the course of negotiations pursuant to B20.2 or otherwise, the Bidder amends or modifies a Proposal after the Submission Deadline, the City may consider the amended Proposal as an alternative to the Proposal already submitted without releasing the Bidder from the Proposal as originally submitted.

## **B21. EVALUATION OF PROPOSALS**

- B21.1 Award of the Contract shall be based on the following evaluation criteria:
- (a) compliance by the Bidder with the requirements of the Request for Proposal or acceptable deviation therefrom:
    - (i) mandatory requirements (pass/fail);
  - (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B12:

- (i) mandatory qualifications (pass/fail);
  - (c) Evaluated Bid Price (45%)
  - (d) Bidder Response (45%)
  - (e) Specification Response (pass/fail);
  - (f) Value Add (10%)
  - (g) economic analysis of any approved alternative pursuant to B8;
- B21.2 Further to B21.1(a), the Award Authority may reject a Proposal as being non-responsive if the Proposal is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The Award Authority may reject all or any part of any Proposal, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.
- B21.3 Further to B21.1(b), the Award Authority shall reject any Proposal submitted by a Bidder who does not demonstrate, in his/her Proposal or in other information required to be submitted, that he/she is responsible and qualified.
- B21.4 Further to B21.1(c) the Evaluated Bid Price will consider the information provided on Form B.
- B21.4.1 Proposals will be evaluated on the basis of ALL costs associated with the proposed solution, including infrastructure, even though the costs may not be reflected in the Proposal
- B21.4.2 Proposals shall clearly indicate what work is in scope and what work is out of scope. Where the Proposal is ambiguous, the City will use the interpretation that results in the highest price.
- B21.5 Further to B21.1(d) the Bidder Response will be evaluated considering the Bidder's response to B13.
- B21.6 Further to B21.1(e), Specification Response shall be evaluated considering the Bidder's response to B14. Where a response of "do not comply" is stated the submission may be determined to be non-responsive.
- B21.7 Further to B21.1(e) Value-Add will be evaluated considering the information provided in response to B15.
- B21.8 Items identified as optional on Form B or throughout this document will not be evaluated.
- B21.9 This Contract will be awarded by section as identified on Form B: Detailed Price Breakdown.
- B21.9.1 Notwithstanding B21.1(a), the Bidder may, but is not required to, bid on all Sections, or on any one or more Sections.
- B21.9.2 Notwithstanding B22.3, the City shall not be obligated to award any Section to the responsible Bidder submitting the most advantageous offer for that Section and shall have the right to choose the Section which is in its best interests.
- B21.10 If, in the sole opinion of the City, a Proposal does not achieve a pass rating for B21.1(a) and B21.1(b), the Proposal may be determined to be non-responsive and may not be further evaluated.

## **B22. AWARD OF CONTRACT**

- B22.1 The City will give notice of the award of the Contract, or will give notice that no award will be made.
- B22.2 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.

- B22.2.1 Without limiting the generality of B22.2, 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.
- B22.3 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.
- B22.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his/her Proposal upon written request to the Contract Administrator.
- B22.4 The City intends to award this contract by April 1<sup>st</sup>, 2013.

## **PART C - GENERAL CONDITIONS**

### **C0. GENERAL CONDITIONS**

- C0.1 The *General Conditions for Supply of Services* (Revision 2007 04 12) are applicable to the Work of the Contract.
- C0.1.1 The *General Conditions for Supply of Services* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at [http://www.winnipeg.ca/matmgt/gen\\_cond.stm](http://www.winnipeg.ca/matmgt/gen_cond.stm)
- C0.1.2 A reference in the Request for Proposal to a section, clause or subclause with the prefix “**C**” designates a section, clause or subclause in the *General Conditions for Supply of Services*

## PART D - SUPPLEMENTAL CONDITIONS

### GENERAL

#### D1. GENERAL CONDITIONS

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

#### D2. SCOPE OF WORK

D2.1 The Work to be done under the Contract shall consist of the provision of the Provision of Telephone System Infrastructure, Related Equipment and Systems, and Cellular Wireless Services:

D2.1.1 SECTION A - Cellular - Voice only and Voice+Data network services and hardware; voice mail and long distance on an as required basis; for the term of three (3) years beginning on December 1, 2013 to November 30, 2016 with the option to renew up to two (2) mutually agreed upon 2 year extensions;

(a) New hardware to be issued at beginning of contract with option to refresh hardware after 18 months of 3 year term has been fulfilled.

(b) Upon award of extension of contract hardware to be replaced.

D2.1.2 SECTION B - Cellular - Wireless data network services and hardware; on an as required basis; for the term of three (3) years beginning on December 1, 2013 to November 30, 2016 with the option to renew up to two (2) mutually agreed upon 2 year extensions;

(a) New hardware to be issued at beginning of contract with option to refresh hardware after 18 months of 3 year term has been fulfilled.

(b) Upon award of extension of contract hardware to be replaced.

D2.1.3 SECTION C – Landline – CENTREX / ANALOGUE network services and hardware, voice mail and long distance for the term of five (5) years beginning on December 1, 2013 to November 30, 2018 with the option to renew up to two (2) mutually agreed upon 2 year extensions.

D2.1.4 SECTION D – Landline – VOIP network services and hardware, voice mail and long distance for the term of five (5) years beginning on December 1, 2013 to November 30, 2018 with the option to renew up to two (2) mutually agreed upon 2 year extensions.

D2.1.5 The City may negotiate the extension option with the Contractor within sixty (60) Calendar Days prior to the expiry date of the Contract. The City shall incur no liability to the Contractor as a result of such negotiations.

D2.1.6 Changes resulting from such negotiations shall become effective on December 1 of the respective year. Changes to the Contract shall not be implemented by the Contractor without written approval by the Contract Administrator.

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

(a) Section A - Cellular Voice only and Cellular Voice+data network services and hardware, Voice Mail and Long distance;

(i) Provide the most up to date hardware and most cost effective solutions for Cellular Voice only, Cellular Voice+data services and hardware including all parts and accessories.

(ii) Provide warranty and repair service for goods purchased under this contract.

(b) Section B - Wireless data network services and hardware:

(i) Provide the most up to date hardware and most cost effective solutions for Cellular, Wireless data services and hardware including all parts and accessories.

- (ii) Provide warranty and repair service for goods purchased under this contract.
  - (c) Section C - LAND LINE – CENTREX \ ANALOGUE
    - (i) Supply CENTREX Services and/or Analogue telephone service for the City of Winnipeg. The system currently used is CENTREX.
    - (ii) Voice mail system capable of integrating with the proposed telephony system which will give equal or better service to what exists today;
    - (iii) Long distance service capable of integration with the carrier and transparent to the caller i.e.: no access codes.
    - (iv) Provision of telephone sets including piece parts and accessories but not limited to:
      - 1. Handsets, receiver cords, ear pieces, line cords, etc.
      - 2. Warranty and repair service for goods purchased under this contract.
      - 3. Maintenance and service level agreements.
  - (d) Section D - LAND LINE – VOIP
    - (i) Supply a telephone service alternative to the current CENTREX service being used. This alternative could be implemented at one or more sites throughout the City on an as-needed basis or when economically advantageous to do so. The City will only entertain Hosted solutions. Vendor needs to ensure all information is retained and stored within Canada.
    - (ii) Provide and implement new system (if applicable) and initial maintenance of proposed solution;
    - (iii) Voice mail system capable of integrating with the proposed telephony system which will give equal or better service to what exists today;
    - (iv) Long distance service capable of integration with the carrier and transparent to the caller i.e.: no access codes
    - (v) Provision of telephone sets including piece parts and accessories but not limited to:
      - 1. Handsets, receiver cords, ear pieces, line cords, etc.
      - 2. Warranty and repair service for goods purchased under this contract
      - 3. maintenance and service level agreements
- D2.3 The Work shall be inclusive of basic installs, moves, changes and deletes (IMAC's), and blended through the term of the Contract as defined in Section E, at no additional cost to the City.
- D2.4 Written notice is required at least sixty (60) Calendar Days in advance prior to any approved pricing change. The City will not reimburse the Contractor for any increases incurred within the sixty (60) Calendar Day window.
- D2.5 The Work shall be done on an "as required" basis during the term of the Contract.
- D2.5.1 The type and quantity of Work to be performed under this Contract shall be as authorized from time to time by the Contract Administrator and/or Users.
- D2.5.2 Subject to C7.2, the City shall have no obligation under the Contract to purchase any quantity of any item in excess of its actual operational requirements.
- D2.6 Errors in distribution on the part of the Contractor shall be corrected at no cost to the City (courier costs, etc.).
- D2.7 The Contractor may be required to provide trial of the proposed product within the City of Winnipeg environment after contract award;
- D2.8 This RFP excludes the Winnipeg Public Safety 911 System (including both Winnipeg Police Service and Winnipeg Fire Paramedic Service Contact Centre's), 311 Contact Centre, Handi-Transit Contact Centre, Water and Waste Customer Service Contact Centre. The contract also will exclude cellular and/or data devices which are currently on separate contracts. The City reserves the right to exclude devices/services from this contract at its discretion based on security, hardware availability/compatibility, geographic coverage, and specialized services.

D2.9 The City is considering a migration from current technologies to alternate technologies. Accordingly, notwithstanding B11.3, quantities stated on Form B may be extremely variable over the term of the Contract. Therefore, the City cannot guarantee quantities for any Section (A, B, C and D) at any time during the term of the Contract. Notwithstanding C7, in the event of substantial changes to the requirements for Work, the City reserves the right to alter the type or quantity of work performed under this Contract, or to terminate the Contract, upon sixty (60) Calendar Days written notice by the Contract Administrator. In such an event, no claim may be made for damages on the ground of loss of anticipated profit on Work.

D2.9.1 One example is:

The City anticipates Centrex lines may be phased out and replaced with VOIP during the term of this Contract. In this case, the quantities in Section C would be awarded and initially used according to Form B, but may reduce over time. The quantities in Section D would be awarded according to Form B, but usage may be minimal at award and may increase over time.

D2.10 The Contractor shall not supply a substitute for the Work specified in the Contract without the prior written approval of the Contract Administrator. Approval shall be at the sole discretion of the Contract Administrator.

D2.11 The Contractor shall ensure that all Goods are properly, safely and securely packaged and labeled for identification and safety, including but not limited to, Transport Dangerous Goods (TDG) and Workplace Hazardous Materials Information System (WHMIS) regulations.

### D3. NEW AND OBSOLETE PRODUCTS

D3.1 The City understands the proposed products in Form B will become obsolete during the Contract period. The Contractor shall provide replacement product in accordance with E9 during the term of the Contract for all expired products within sixty (60) days of their expiration. The replacement product must maintain current technology trends and have a discount structure no less than which had been originally proposed in the Contractor's submission. Failure to adhere to this mandatory requirement will be considered an event of default in accordance with C17.

### D4. DEFINITIONS

D4.1 When used in this Request for Proposal:

- (a) **ACD** – automatic call distribution – is a device or system that distributes incoming calls to a specific group of stations and/or agents;
- (b) **APN** – Access Point Name – is a point of connection or gateway between a wireless network and the Web or private network;
- (c) **"Award Authority"** means the authority having the jurisdiction to award the Contract according to the City's by-laws, policies or procedures.
- (d) **"Business Day"** means any Calendar day, other than a Saturday, Sunday, or a Statutory or Civic holiday;
- (e) **"Central Office system"** – Commonly called CENTREX, a subscriber-based system where business lines are connected on a Telco's switching equipment.
- (f) **"Framework discount"** - consistent discount pricing structure for a category of products within a product family that would not be tied to a specific product SKU
- (g) **"Goods"** means any item, tangible or intangible, that the Contractor is required to provide to the City as the subject of the Contract;
- (h) **"Hosted solution"** means a complete system supplied and maintained by Contractor with limited or no infrastructure within City of Winnipeg premises.
- (i) **"may"** indicates an allowable action of feature which will not be evaluated;

- (j) "**must**" or "**shall**" indicates mandatory requirement which will be evaluated on a pass/fail basis;
- (k) "**Proposal**" means the offer contained in the Proposal Submission;
- (l) "**Proposal Submission**" means that portion of the Request for Proposal which must be completed or provided and submitted by the Submission Deadline in order to constitute a responsive Proposal;
- (m) "**Request for Proposal**" means the Proposal Submission, the Bidding Procedures, these General Conditions, the Supplemental Conditions, the Specifications, the Drawings and all addenda;
- (n) "**should**" indicates desirable action or feature which will be evaluated on a relative scale.
- (o) "**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 Proposals.
- (p) "**System-Wide Downtime**" means a loss of service to multiple Users, across more than one building location for landlines, or more than one cellular site for wireless, due to planned or unplanned outages that are the responsibility of the Contractor.
- (q) "**UCD**" – Uniform Call Distribution is a service that allows for the even distribution of incoming calls to a group of stations
- (r) "**User**" means an individual, department or other administrative unit of the City authorized by the Contract Administrator to order Work under this Contract;
- (s) "**Value Added Services**" means any other services the Bidder may choose to provide the City has not specifically requested in D2.2. All Value Added Services proposed, unless otherwise stated in Form B, Section A - Item 73, Section B - Item 117. Section C - Item 177 and Section D - Item 245 will be understood to be offered at no extra cost.

## **D5. CONTRACT ADMINISTRATOR**

D5.1 The Contract Administrator is:

Ed Richardson  
Corporate Support Services  
Engineer - Communications Systems Branch

Telephone No. 204-986-6002  
Facsimile No. 204-986-2666

D5.2 At the pre-commencement meeting, the Contract Administrator will identify additional personnel representing the Contract Administrator and their respective roles and responsibilities for the Work.

D5.3 Bids Submissions must be submitted to the address in B9.8.

## **D6. OWNERSHIP OF INFORMATION, CONFIDENTIALITY AND NON DISCLOSURE**

D6.1 The Contract, all deliverables produced or developed, and information provided to or acquired by the Contractor are the property of the City and shall not be appropriated for the Contractors own use, or for the use of any third party.

D6.2 The Contractor shall not make any public announcements or press releases regarding the Contract, without the prior written authorization of the Contract Administrator.

D6.3 The following shall be confidential and shall not be disclosed by the Contractor to the media or any member of the public without the prior written authorization of the Contract Administrator;

- (a) information provided to the Contractor by the City or acquired by the Contractor during the course of the Work;
- (b) the Contract, all deliverables produced or developed; and

(c) any statement of fact or opinion regarding any aspect of the Contract.

D6.4 A Contractor who violates any provision of D6 may be determined to be in breach of Contract.

## **D7. NOTICES**

D7.1 Notwithstanding C22.3, all notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer at the following facsimile number:

The City of Winnipeg  
Chief Financial Officer

Facsimile No.: 204 949-1174

## **SUBMISSIONS**

### **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.

### **D9. SAFE WORK PLAN**

D9.1 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.

D9.2 The Safe Work Plan should be prepared and submitted in the format shown in the City's template which is available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/safety/default.stm>

### **D10. INSURANCE**

D10.1 The Contractor shall provide and maintain the following insurance coverage:

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

D10.2 Deductibles shall be borne by the Contractor.

D10.3 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.

D10.4 The Contractor shall not cancel, materially alter, or cause the policy to lapse without providing at least thirty (30) Calendar Days prior written notice to the Contract Administrator.

D10.5 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.

#### **D11. PERFORMANCE SECURITY**

D11.1 The Contractor shall provide and maintain performance security until the expiration of the warranty period in the form of:

- (a) Performance Bonds of a company registered to conduct the business of a surety in Manitoba in the forms attached to these Supplemental Conditions (Form H1: Performance Bonds); the first ("Initial Performance Security") for one year in the amount of five hundred thousand dollars (\$500,000) per section as identified in D2.1, and subsequent performance bonds ("Renewal Performance Security"). Each such Renewal Performance Security shall be no less than one (1) year in duration and in the amount of five hundred thousand dollars (\$500,000) per section as identified in D2.1. In addition to the Performance Bond, the Contractor shall provide a certified cheque or an irrevocable Standby Letter of Credit issued by a bank or other financial institution registered to conduct business in Manitoba. The irrevocable Standby Letter of Credit shall be in the form attached to these Supplemental Conditions (Form H2: Irrevocable Standby Letter of Credit), in the amount of one hundred thousand dollars (\$100,000). Failure by the Contractor to maintain performance security shall constitute a default under this Contract entitling the City to all rights and remedies available to it at law, including the right to draw the full proceeds of the Standby Letter of Credit or retain the amount provided in the certified cheque without notice and any such monies may be used as provided in this Contract in the event of default; 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 five hundred thousand dollars (\$500,000) per section as identified in D2.1; 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 five hundred thousand dollars (\$500,000) per section as identified in D2.1.

D11.1.1 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.

D11.2 The Contractor shall provide the City Solicitor with the required performance security within seven (7) Calendar Days of notification of the award and prior to the commencement of any Work on the Site.

#### **Renewal of Performance Security – Performance Bond**

D11.3 Further to D11.1(a), the Renewal Performance Security shall be provided to the City no later than sixty (60) Calendar Days prior to the expiry of the current Performance Security.

#### **D12. SUBCONTRACTOR LIST**

D12.1 The Contractor shall provide the Contract Administrator with a complete list of the Subcontractors whom the Contractor proposes to engage (Form J: Subcontractor List) at least two (2) Business Days prior to the commencement of any Work on the Site.

#### **D13. DETAILED WORK SCHEDULE**

D13.1 The Contractor shall provide the Contract Administrator with a detailed work schedule at least two (2) business days prior to the commencement of any Work on the Site.

D13.2 The detailed work schedule shall consist of the following:

- (a) a critical path method (C.P.M.) schedule for the Work;
  - (b) a Gantt chart for the Work based on the C.P.M. schedule; and
  - (c) a daily manpower schedule for the Work;
- all acceptable to the Contract Administrator.

D13.3 Further to D13.2(a), the C.P.M. schedule shall clearly identify the start and completion dates of all of the following activities/tasks making up the Work as well as showing those activities/tasks on the critical path:

D13.4 Further to D13.2(b), the Gantt chart shall show the time on a weekly basis, required to carry out the Work of each trade, or specification division. The time shall be on the horizontal axis, and the type of trade shall be on the vertical axis.

## **CONTROL OF WORK**

### **D14. COMMENCEMENT**

D14.1 The Contractor shall not commence any Work until he/she is in receipt of a notice of award from the City authorizing the commencement of the Work.

D14.2 The Contractor shall not commence any Work on the Site until:

- (a) the Contract Administrator has confirmed receipt and approval of:
  - (i) evidence of authority to carry on business specified in D8;
  - (ii) evidence of the workers compensation coverage specified in C6.14;
  - (iii) the Safe Work Plan specified in D9;
  - (iv) evidence of the insurance specified in D10;
  - (v) the Subcontractor list specified in D11;
  - (vi) the performance security specified in D12; and
  - (vii) the detailed work schedule specified in D13.
- (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.

D14.3 The Contractor shall commence the Work on the Site within seven (7) Working Days of receipt of the notice of award.

### **D15. TOTAL PERFORMANCE**

D15.1 The Contractor shall achieve Total Performance, as agreed upon by the City within the project implementation schedule, by November 30, 2013.

D15.2 When the Contractor or the Contract Administrator considers the Work to be totally performed, the Contractor shall arrange, attend and assist in the inspection of the Work with the Contract Administrator for purposes of verifying Total Performance. Any defects or deficiencies in the Work noted during that inspection shall be remedied by the Contractor at the earliest possible instance and the Contract Administrator notified so that the Work can be re-inspected.

D15.3 The date on which the Work has been certified by the Contract Administrator as being totally performed to the requirements of the Contract through the issue of a certificate of Total Performance is the date on which Total Performance has been achieved.

### **D16. SCHEDULED MAINTENANCE**

D16.1 The Contractor shall perform the following scheduled maintenance in the manner and within the time periods required by the Specifications in Section E:

D16.2 The Contractor shall perform scheduled maintenance in the manner and within the time periods required by the specifications.

## **CONTROL OF WORK**

### **D17. JOB MEETINGS**

D17.1 Regular bi-weekly job meetings will be held at a location determined by the Contract Administrator during the implementation phase. Monthly operational review meeting will be held at Site for the duration of the contract. These meetings shall be attended by a minimum of one representative of the Contract Administrator, one representative of the City and one representative of the Contractor. Each representative shall be a responsible person capable of expressing the position of the Contract Administrator, the City and the Contractor respectively on any matter discussed at the meeting including the Work schedule and the need to make any revisions to the Work schedule. The progress of the Work will be reviewed at each of these meetings.

D17.2 The Contract Administrator reserves the right to cancel any job meeting or call additional job meetings whenever he/she deems it necessary.

### **D18. PRIME CONTRACTOR – THE WORKPLACE SAFETY AND HEALTH ACT (MANITOBA)**

D18.1 Further to C6.23, the Contractor shall be the Prime Contractor and shall serve as, and have the duties of the Prime Contractor in accordance with The Workplace Safety and Health Act (Manitoba).

### **D19. SAFETY**

D19.1 The Contractor shall be solely responsible for safety at the Site and for compliance with all laws, rules, regulations and practices required by the applicable safety legislation.

D19.2 The Contractor shall be solely responsible for securing the Site, and any existing facility thereon, and for the proper care and protection of the Work already performed.

D19.3 The Contractor shall do whatever is necessary to ensure that:

- (a) no person, property, right, easement or privilege is injured, damaged or infringed by reason of the Contractor's activities in performing the Work;
- (b) the health and safety of all persons employed in the performance of the Work or otherwise is not endangered by the method or means of its performance;
- (c) adequate medical services are available to all persons employed on the Work and at all times during the performance of the Work;
- (d) adequate sanitation measures are taken and facilities provided with respect to the Work;
- (e) pedestrian and other traffic on any public or private road or waterway is not unduly impeded, interrupted or endangered by the performance or existence of the Work or Plant;
- (f) fire hazards in or about the Work are eliminated.

### **D20. SITE CLEANING**

D20.1 The Contractor shall maintain the Site and the Work in a tidy condition and free from the accumulation of waste and debris, other than that caused by the City or by other contractors.

D20.2 As the Work progresses, the Contractor shall remove any Plant and Material not required for the performance of the remaining Work. The Contractor shall also remove waste and debris other than that caused by the City or other contractors, and leave the Site and the Work clean and suitable for occupancy by the City unless otherwise specified.

D20.3 Total Performance shall not be considered to have been achieved until the Contractor has cleaned up the Site and has removed all Plant, surplus Material, waste and debris, other than that left by the City or other contractors.

## **D21. DEFICIENCIES**

D21.1 Further to C10.5, the Contract Administrator may order the Contractor to alter or improve his/her methods, to increase or improve his/her Plant, to furnish additional or more suitable Material, or to employ additional or more qualified labour if, at any time, the Contract Administrator determines that:

- (a) the Work is not being, or will likely not be, performed satisfactorily; or
- (b) progress is not being, or will likely not be, maintained in accordance with the work schedule.

D21.2 If the Work or any part thereof is taken out of the Contractor's control pursuant to C18.7, all Plant and Material, and the interest of the Contractor in all licences, powers and privileges acquired, used or provided by the Contractor under the Contract shall be assigned by the Contractor to the City without compensation to the Contractor.

D21.3 The City shall have the right to take possession of and use any of the Contractor's material and property of every kind provided by the Contractor for the purpose of the Work, and to procure other Plant or Material for the completion thereof.

D21.4 When the Contract Administrator certifies that any Plant, Material or any interest of the Contractor referred to in D20.3, is no longer required for the purposes of the Work, or that it is not in the best interest of the City to retain that Plant, Material or interest, it shall revert to the Contractor.

## **MEASUREMENT AND PAYMENT**

### **D22. INVOICES**

D22.1 Further to C11, the Contractor shall submit an invoice for each portion of Work performed to:

The City of Winnipeg  
Corporate Finance - Accounts Payable  
4th Floor, Administration Building, 510 Main Street  
Winnipeg MB R3B 1B9  
Facsimile No.: 204 949-0864  
Email: [CityWpgAP@winnipeg.ca](mailto:CityWpgAP@winnipeg.ca)

D22.2 Invoices must clearly indicate, as a minimum:

- (a) Account number;
- (b) Phone number;
- (c) User \ device name;
- (d) Department name and billing address;
- (e) Itemized list of Service and usage charges;
- (f) Monthly service fee;
- (g) Feature charges;
- (h) Itemized type and quantity of work performed;
- (i) the amount payable with GST and MRST shown as separate amounts;
- (j) The Contractor's GST registration number;
- (k) The Contractor shall list HST as a separate item;

- (l) The contractor shall itemize any credits;
- (m) The contractor shall include previous billed amounts.

D22.3 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

D22.4 Bids Submissions must be submitted to the address in B9.8.

**D23. PAYMENT**

D23.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

D23.2 Further to C11, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

**D24. PAYMENT SCHEDULE**

D24.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt of electronic invoice and approval of the Contractor's invoice.

**WARRANTY**

**D25. WARRANTY**

D25.1 Warranty is as stated in C12.

D25.2 Further to C12, any purchased good determine to be defective within thirty (30) calendar days from the date of delivery of an order shall, except when otherwise authorized by the Contract Administrator, be replaced with new and unused goods at no cost to the City. If goods are supplied as an assembly, the entire assembly shall be replaced as a whole.

D25.3 Further to C12, any purchased goods determined to be defective after the first thirty (30) calendar days but within one (1) year (or longer if specified) from the date of delivery shall, except when otherwise authorized by the Contract Administrator, be repaired at no cost to the City. The Contractor may at his option, replace the defective goods with new and unused goods at no cost to the City.

D25.4 All rented or leased equipment will have warranty throughout the term of the Contract.

**FORM H1: PERFORMANCE BOND – INITIAL PERFORMANCE SECURITY**  
(See D11)

KNOW ALL MEN BY THESE PRESENTS THAT

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

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

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

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

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

RFP NO. 695-2012

**PROVISION OF TELEPHONE SYSTEM INFRASTRUCTURE, RELATED EQUIPMENT AND SYSTEMS  
AND CELLULAR WIRELESS SERVICES**

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 first year of the Contract.

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

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

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

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

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

\_\_\_\_\_  
(Witness as to Principal if no seal)

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

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

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

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

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

**FORM H1: PERFORMANCE BOND – RENEWAL PERFORMANCE SECURITY**  
(See D11)

KNOW ALL MEN BY THESE PRESENTS THAT

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

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

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

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

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

RFP NO. 695-2012

PROVISION OF TELEPHONE SYSTEM INFRASTRUCTURE, RELATED EQUIPMENT AND SYSTEMS  
AND CELLULAR WIRELESS SERVICES

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 for the period from \_\_\_\_\_(DD/MM/YY) to and including \_\_\_\_\_( DD/MM/YY).

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

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

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

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

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

\_\_\_\_\_  
(Witness as to Principal if no seal)

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

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

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

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

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

**FORM H2: IRREVOCABLE STANDBY LETTER OF CREDIT  
(PERFORMANCE SECURITY)**  
(See D11)

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

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

RE: PERFORMANCE SECURITY – RFP NO. 695-2012

PROVISION OF TELEPHONE SYSTEM INFRASTRUCTURE, RELATED EQUIPMENT AND SYSTEMS  
AND CELLULAR WIRELESS SERVICES

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 are applicable to the Work:

<u>Specification No.</u>	<u>Specification Title</u>
Appendix A	Security Clearance
Appendix B	List of all City Sites with Land Line Service
Appendix C	Network Sites and Bandwidth
Appendix D	City of Winnipeg Change Management (CAB) Process Template
Appendix E	Data Output Requirements for Input City of Winnipeg Financial Feeder

E1.3 Bidders are reminded that requests for approval of substitutes as an approved equal or an approved alternative shall be made in accordance with B8.

#### **E2. GOODS**

E2.1 The Contractor(s) shall supply Provision of Telephone System Infrastructure, Related Equipment and Systems and Cellular Wireless Services in accordance with the requirements hereinafter specified.

#### **E3. GENERAL**

E3.1 The City of Winnipeg provides municipal services to the Citizens of Winnipeg. Municipal services provided include Public Safety, Transportation, Environmental, Planning, & Development, Leisure and Wellness.

E3.2 The provision of municipal services is currently provided to twenty (20) distinct departments spread out over two hundred locations plus an additional 100 sites during seasonal periods. An overview of the City of Winnipeg including departmental functions may be found in the City of Winnipeg Home Page at [www.winnipeg.ca](http://www.winnipeg.ca).

E3.3 The City of Winnipeg utilizes PeopleSoft as our financial management application. The City shall receive electronic monthly bills from the Contractor. The Contractor(s) shall work with the City to integrate the monthly invoices into the City's financial system.

#### **E4. SECTION A – CELLULAR VOICE ONLY AND VOICE DATA**

E4.1 The City requires Cellular services including Voice only and Voice+Data network services and supporting hardware. These services shall include voice mail, long distance, stated features and roaming capability. The City's current cellular services are with MTS and will expire on November 30, 2013 therefore the system and all services must be operational prior to November 30, 2013.

E4.2 The City has approximately 3700 cellular devices which include approximately 920 Smartphones (750 Apple iPhones and 170 Blackberries which are connected to a Blackberry enterprise server), and 1980 voice only devices (200 of which are seasonal). The City owns all of our current hardware.

E4.3 The City currently averages approximately one million seventeen thousand four hundred and fifty-six (1,017,456) min per month of which seven hundred and twenty-one thousand two hundred and eighty-four minutes (721,284) are during peak period; one hundred and thirty-

seven thousand nine hundred and eighty one (137,981) minutes in off peak period and; one hundred and fifty-eight thousand one hundred and ninety-two (158,192) minutes weekend use.

- E4.4 Approximately seventy percent (70%) of the users have a consistent usage pattern over a one year period, six percent (6%) have a seasonal usage pattern and twenty-four percent (24%) fluctuate from month to month.
- E4.5 Approximately thirty-five percent (35%) of the users travel outside the city limits on City business or while on call.
- E4.6 The City of Winnipeg must have access to a reliable cellular telephone system infrastructure including all necessary related equipment and systems. The following statistical information is provided only as a convenience to the Bidder. This information is based on the previous year's history, however, the City does not guarantee past usage patterns will be indicative of future usage.
- E4.7 The City requires the ability to disconnect all of the cellular devices in any given year of the contract without penalty.
- E4.8 The Contractor should provide the capability for the City to be able to activate or deactivate cell phones, perform programming changes and modify subscriber profiles.

#### **Hardware**

- E4.9 The City currently owns all of its cellular devices - voice only and voice\data devices.
- E4.10 Item No. **1** is Apple iPhone devices. The City wishes to continue to leverage this product family. The Bidder shall provide at least one model from this family at \$0 purchase price.
- E4.11 Item No. **2** is a framework discount. Price determination mechanism(s) used in the development of the price(s) for item No. 1 shall be % discount off published web rate based on 24 month plan for any device.
- E4.12 Item No. **3** is RIM blackberry devices. Currently the City plans to continue utilize this product family. The Bidder shall provide at least one model from this family at \$0 purchase price.
- E4.13 Item No. **4** is a framework discount. Price determination mechanism(s) used in the development of the price(s) for item No. 3 shall be % discount off published web rate based on 24 month plan for any device.
- E4.14 Item No. **5** is Microsoft Windows© based smartphones. The Bidder shall provide at least one model from this family at \$0 purchase price.
- E4.15 Item No. **6** is a framework discount. Price determination mechanism(s) used in the development of the price(s) for item No. 6 shall be % discount off published web rate based on 24 month plan for any device.
- E4.16 Item No. **7** is Android© based smartphones. The Bidder shall provide at least one model from this family at \$0 purchase price.
- E4.17 Item No. **8** is a framework discount. Price determination mechanism(s) used in the development of the price(s) for item No. 7 shall be % discount off published web rate based on 24 month plan for any device.
- E4.18 Item No. **9** is a voice only cellular telephone. This device may include the ability for SMS but generally do not include data or web access services. These devices are used in applications requiring voice only service plans. The Bidder shall provide at least one model from this family at \$0 purchase price.

- E4.19 Item No. **10** is a framework discount. Price determination mechanism(s) used in the development of the price(s) for item No. 9 shall be % discount off published web rate based on 24 month plan for any device.
- E4.20 The Bidder shall provide the City the option to have the choice between a minimum of one (1) \$0 devices per each platform but not limited to RIM, Android, Apple IOS and Microsoft Windows phones. Contract Administrator must approve devices prior to being offered to City employees.
- E4.21 Billing for cellular hardware should be incorporated in and combined with the first subsequent air time billing for the cellular telephone.
- E4.22 The Bidder shall provide new hardware for all Users at the start of the Contract.
- E4.23 The City requires at least one complete hardware upgrade during the initial three (3) year Contract period and one upgrade per any subsequent Contract extension period.
- E4.24 The Contractor shall be able to supply Cellular voice only and voice\data devices on a short-term loan, rental or trial basis.
- E4.25 The Contractor may supply hardware directly or indirectly through a related or associated company.
- E4.26 The Contractor shall deliver all cellular orders on the same day where possible with a maximum delivery time of no more than two business days.
- E4.27 At the City's option, Cellular hardware shall be available for pick-up at one or more centrally located pick up points. Orders placed by 2 p.m. shall be available for pick up by 11:00 a.m. the following business day. Orders placed after 2:00 p.m. shall be ready for pick up by 2:00 p.m. the following business day.
- E4.28 The Bidder shall, in his Proposal Submission, describe the supply and distribution network including order processing, locations of key inventories and transportation arrangements for cellular hardware.
- E4.29 The Bidder shall, in his Proposal Submission, describe how training on cellular devices will be provided for both delivered and picked-up hardware.
- E4.30 The Bidder shall have the ability to transfer data between cellular devices or offer an alternate resource.

### **Accessories**

- E4.31 Item No. **11** are carrying cases for each phone model. These may include hardened or protective styles.
- E4.32 Item No. **12** are car chargers. These devices allow charging the cellular phone from a cigarette outlet commonly found in motor vehicles.
- E4.33 Item No. **13** are SIM cards. On occasion it becomes necessary to acquire new Subscriber Identity Modules separately from the cellular devices. Bidders must make such modules available as a stand-alone device.
- E4.34 Item No. **14** are Bluetooth hands-free devices. These typically allow the operator of a cellular device to carry on a hands-free voice call, without the need to physical hold the cellular device. These typically come in two versions. The first style is a headset style device, typically worn by the operator. The second style is mounted in a motor vehicle, usually on sun visor. Bidders shall provide at least one model of each style.
- E4.35 Item No. **15** are wall chargers. On occasion it becomes necessary to acquire external charging devices, either to replace the device originally included with the cellular device, or to provide secondary devices. These devices must operate from 120 VAC, 60 Hz outlets and provide the

required voltages to charge the batteries in the cellular device. Bidders shall provide at least one model for each cellular device, Items No.'s 1 – 9.

- E4.36 Item No. **16** are replacement batteries. Bidders shall provide for sale, replacement batteries for each model of cellular device that allows a user to change batteries.
- E4.37 Item No. **17** are memory cards. Many cellular devices allow the user to install a removable memory card, often in the micro SD format. Bidders shall provide for sale memory devices compatible with each cellular device model with the ability to accept external memory cards. As a minimum, cards with 2 GB, 4 GB and 8 GB should be made available.
- E4.38 Item No. **18** is a framework discount. Price determination mechanism(s) used in the development of the price(s) for items No. 11 – 17 shall be a % discount off published web rates.

### **Plans**

- E4.39 The City requires cellular air time plans which can accommodate a wide range of user needs with usage, in peak and off-peak hours, ranging from approximately ten (10) minutes per month to unlimited usage per month. The Bidder should take this into consideration as one plan may not suit all Users.
- E4.40 Cellular air time plans offered shall not require the payment of an activation fee nor system access fees.
- E4.41 Cellular phones transferred from other networks (local number portability) shall not be at a cost to the City.
- E4.42 Cellular air time plans offered shall allow seasonal user to activate and deactivate and/or alternate between plans at no cost to the City.
- E4.43 Users who seasonally deactivate from the network should be able to reactivate with the same cellular telephone number.
- E4.44 All plans activated throughout the term of the contract, regardless of activation date, will co-terminate at no cost to the City no later than the expiration date of the contract.
- E4.45 Any new device activated within the last twelve (12) months of the contract will revert back to the Contractor at the conclusion of the contract. All other devices become the property of the City.
- E4.46 Throughout the term of the Contract the Contractor shall make available to the City any new rate plans which would guarantee the City has secured the lowest available rate.
- E4.47 The City requires plans for voice only, and voice+data devices. The plans offered shall accommodate a wide variety of User needs with usage in peak and off-peak hours, ranging between 10 MB to unlimited usage per month and voice usage of 20 min to unlimited minutes.
- E4.48 Item No. **19** is a monthly voice and data plan that provides unlimited voice calling and unlimited data usage.
- E4.49 Item No. **20** is a monthly voice and data plan that provides 250 minutes of voice calling and 500Mb of data usage.
- E4.50 Item No. **21** is a monthly voice and data plan that provides unlimited voice calling and 2 GB of data usage.
- E4.51 Item No. **22** is a monthly voice and data plan that provides unlimited voice calling and a minimum of 6 GB+ of data usage.
- E4.52 In all data plans, data refers to unlimited access to web browsing, social media, and email sites.

## Features

- E4.53 Item No. **23** is a voice mail feature. This feature allows callers to leave messages if the cell phone is not answered.
- E4.54 Item No. **24** is a call display feature. This feature provides the name and telephone number of the incoming call on the display of the cellular device. This feature shall be included in a voice plan or priced separately
- E4.55 Item No. **25** and **43** is an Outgoing Call display blocking feature. This feature prevents the cell phone Users name and telephone number from being displayed on call display enabled devices. This feature shall be included in a voice plan or priced separately.
- E4.56 Item No. **26** and **44** is Text Messaging (SMS) feature. This feature allows the User to send and receive text or SMS messages via the device. This feature shall be included in a voice plan or priced separately. It shall also be priced for unlimited usage or on a per message basis.
- E4.57 Item No. **27** and **45** is a call forward feature. This feature allows the cell phone user to automatically re-direct incoming calls to an alternate telephone selected by the User. This feature shall be included in a voice plan or priced separately.
- E4.58 Item No. **28** and **46** is a call forward no answer feature. This feature allows the cell phone user to re-direct incoming calls to an alternate telephone selected by the User, after a specified number of rings. This feature shall be included in a voice plan or priced separately.
- E4.59 Item No. **29** and **47** is a call waiting feature. This feature provides an audible and/or visual indication that a second call could be answered. This feature shall be included in a voice plan or priced separately.
- E4.60 Item No. **30** and **48** is a conference calling feature. This feature allows the cell phone user to dial and connect to a minimum of two telephones numbers such that all three (or more) parties can communicate with each other simultaneously. This feature shall be included in a voice plan or priced separately.
- E4.61 Item No. **31** and **50** is a location based service feature. This feature allows software applications to use the geographical location of the cellular device derived from the integrated global positioning satellite receiver. This feature shall be included in a voice plan or priced separately.
- E4.62 Item No. **32** and **51** is an outbound notification or message waiting feature. This feature provides an audible and/or visual indication that a message has been left in the voice mailbox. This feature shall be included in a voice plan or priced separately.
- E4.63 Item No. **33** is a Tethering feature. This feature allows the cellular device to act as a modem for one or more devices, allowing the external devices to connect to the internet via the cellular device. Connection between the external device and the cellular device may be, USB, infrared, Bluetooth or Wi-Fi. This feature shall be included in a voice plan or priced separately.
- E4.64 Item No. **34** and **52** is a directory assistance service. This service allows the cellular device user to place a call to the network provider and request assistance in searching for telephone numbers. This feature shall be included in a voice plan or priced separately.
- E4.65 Item No. **35** is a price per minute overage. This is any additional charges payable to the Contractor if the number of minutes used in a given month exceeds the upper limit of the plan.
- E4.66 Item No. **36** is a price per MB (Megabyte) overage. This is any additional charges payable to the Contractor if the amount of data used in a given month exceeds the upper limit of the plan.
- E4.67 Item No. **37** and **49** is a web browsing feature. This feature allows the user to browse the internet typically using a WAP browser application. This feature shall be included in a voice plan or priced separately.

- E4.68 Item No. **38** is a monthly voice plan that provides unlimited voice calling.
- E4.69 Item No. **39** is a monthly voice plan that provides 250 minutes of voice calling.
- E4.70 Item No. **40** is a price per minute overage. This is any additional charges payable to the Contractor if the number of minutes used in a given month exceeds the upper limit of the plan.
- E4.71 Item No. **41** is a voice mail feature. This feature allows callers to leave messages if the cell phone is not answered. This feature shall be included in a voice plan or priced separately.
- E4.72 Item No. **42** is a call display feature. This feature provides the name and telephone number of the incoming call on the display of the cellular device. This feature shall be included in a voice plan or priced separately.

### **Long Distance and Roaming**

- E4.73 Item No. **53** is the Canada Long Distance plan for calls originated in the Winnipeg home area to other locations in Canada. The Bidder shall provide a price per minute for this service.
- E4.74 Item No. **54** is the USA Long Distance plan for calls originated in the Winnipeg home area to other locations in the USA. The Bidder shall provide a price per minute for this service.
- E4.75 Item No. **55** is the International Long Distance plan for calls originated in the Winnipeg home area to other locations outside of North America. The Bidder shall provide a price per minute for this service. If the price per minute varies by location, the Bidder shall include complete table of prices and locations.
- E4.76 Item No. **56** is Alternative pricing Options. The Bidder should state alternatives to the price per minute plans of Items No. 53, 54 and 55.
- E4.77 Item No. **57** is the Canada voice roaming plan for calls originated in Canada. The Bidder shall provide a price per minute for this service.
- E4.78 Item No. **58** is the North America (USA) voice roaming plan for calls originated outside of Canada but within North America. The Bidder shall provide a price per minute for this service.
- E4.79 Item No. **59** is the International Voice Roaming plan for calls originating in North America. The Bidder shall provide a price per minute for this service. If the price per minute varies by location, the Bidder shall include complete table of prices and locations.
- E4.80 Item No. **60** is Alternative pricing Options. The Bidder should state alternatives to the price per minute plans of Items No. 57, 58 and 59.
- E4.81 Item No. **61** is the Canada data roaming plan for data sessions originated in Canada. The Bidder shall provide a price per minute for this service.
- E4.82 Item No. **62** is the North America (USA) data roaming plan for data sessions originated outside of Canada but within North America. The Bidder shall provide a price per minute for this service.
- E4.83 Item No. **63** is the International data Roaming plan for data sessions originating in America. The Bidder shall provide a price per minute for this service. If the price per minute varies by location, the Bidder shall include complete table of prices and locations.
- E4.84 Item No. **64** is Alternative pricing Options. The Bidder should state alternatives to the price per minute plans of Items No. 61, 62 and 63.
- E4.85 Item No. **65** is the Canada SMS roaming plan for text messages originated in Canada. The Bidder shall provide a price per minute for this service.
- E4.86 Item No. **66** is the North America (USA) SMS roaming plan for text messages originated outside of Canada but within North America. The Bidder shall provide a price per minute for this service.

- E4.87 Item No. **67** is the International SMS Roaming plan for text messages originating in North America. The Bidder shall provide a price per minute for this service. If the price per minute varies by location, the Bidder shall include complete table of prices and locations.
- E4.88 Item No. **68** is Alternative pricing Options. The Bidder should state alternatives to the price per minute plans of Items No. 65, 66 and 67.

### **Value Add**

- E4.89 Item No. **69** is a Value Add service.

### **Billing System**

- E4.90 The Contractor's electronic billing system shall provide a data output that can be directly input into the City of Winnipeg's internal financial management system.
- E4.91 Appendix E provides basic functionality requirements.

### **Repair and Warranty**

- E4.92 The Contractor shall repair and maintain all hardware provided to the City of Winnipeg, either directly or indirectly while hardware is covered by a warranty.
- E4.93 The Contractor shall provide a same day replacement cellular phone with the same telephone number at no charge. The replacement phone should be the same brand and model where possible.
- E4.94 The Contractor shall be responsible for all repair and replacement transactions, including shipping and handling.
- E4.95 The Contractor shall provide a detailed billing summary invoice to the User and Contract Administrator along with the repair of a cellular phone.
- E4.96 The Contractor shall advise the Contract Administrator or designate of all phones sent for repair and the estimated time of repair.

### **Service Level Agreement**

- E4.97 The City of Winnipeg ("City") and the Contractor will have a service level agreement to define wireless service level objectives for the purpose of evaluating ongoing wireless service performance. The Contractor and the City agree to review wireless service level performance at monthly service review meetings and identify areas of service improvement based on the defined service level objectives set out in this document. The Contractor and the City will work cooperatively to improve any areas of service performance identified through this process.
- E4.98 The Contractor shall follow the City's change management process (CAB process) see Appendix D when making any maintenance changes that may impact voice or data services.
- E4.99 The Service Level Agreement shall apply to all City departments.
- E4.100 The Service Level Agreement is applicable for 365 days per year, 7 days per week and 24 hours per day.
- E4.101 The Contractor shall provide one central contact telephone number for the City's staff to report incidents of service outages or degradation of service.
- E4.102 The Contractor shall provide the City with an escalation contact list to be used when high priority service levels are nearing breach or have been breached.
- E4.103 The City shall require five (5) Business Days advanced notice for "planned outages". Where five (5) Business Days advance notice is not possible due to the urgency of the work, the

Contractor shall seek approval from the Contract Administrator for an exception to the required notice prior to any changes taking place.

- E4.104 The business hours within which changes shall be permitted will be 0000h to 0600h Monday-Thursday. Exceptions will be reviewed by both parties and no change will occur until both parties are in agreement of the scheduled time and date the outage will occur.
- E4.105 The Contractor shall ensure that any unresolved service issues caused by any such outages will be identified as high priority and escalated to the appropriate service group for immediate response.
- E4.106 The Contractor shall report problems which may affect multiple Users to the Contract Administrator or designate immediately upon detection.
- E4.107 Written documentation from the Contractor as to "problem resolution" must be received within seventy-two (72) hours from detection or notification.
- E4.108 The Contractor must contact the City to provide updates every two hours until the problem has been resolved.
- E4.109 For each percent (rounded to the nearest 1/100%) that system-wide downtime exceeds 0.1% per month, the total monthly rate shall be decreased (at the discretion of the City) by 10%.

For example: 3 system-wide outages totaling 9.5 hours in January equates to 1.27% downtime based on 744 total hours, which exceeds the limit by 1.17%. 1.17 multiplied by 10% = 11.7% credit on January's overall bill.

### **Implementation Schedule**

- E4.110 The Contractor shall implement the Contract in an orderly manner with minimal disruption in service for cellular telephone users being transferred from another network. The Contractor shall complete the following:
  - (a) If there is a need to assign new cellular numbers, the City will require at least thirty (30) Calendar Days prior to activation for each cellular telephone user being transferred from another network.
  - (b) Meet with a representative from the City's Corporate Finance department and the Contract Administrator to establish correct billing addresses and billing formats for the required electronic billing format.
  - (c) Provide educational sessions to departments or User groups as required on the efficient use of hardware and cellular features.
  - (d) Provide a bi-weekly progress report to the Contract Administrator detailing the transition process.

### **Administration**

- E4.111 The Contractor shall designate one (1) primary contact person and one (1) secondary/alternative contact. There shall be one point of contact that receives and coordinates all orders for activation and/or deactivation of cellular telephones, programming of cellular phones, inquiries, problem reporting and resolution of problems, and subsequent follow-up to confirm satisfactory resolution.
- E4.112 The Contractor shall provide a local Winnipeg telephone number and facsimile number, or a toll free telephone number and facsimile number for the contact person(s).
- E4.113 The Contractor shall prior to the commencement of Work, identify the contact person(s) that would be assigned, their authority and responsibilities, and the systems and procedures currently in place and/or proposed to be provided to handle all transactions.

### **Network Coverage**

- E4.114 Wireless coverage for high speed data and telephone shall be available throughout the City of Winnipeg, as defined by and extending beyond the City limits by 10km.
- E4.115 Additionally, wireless coverage for high speed data and telephone must be available within the following municipalities:
- (a) Selkirk;
  - (b) Stonewall;
  - (c) Steinbach;
  - (d) Oakbank;
  - (e) Gimli;
  - (f) Morris;
  - (g) Grand Beach;
  - (h) Headingly;
  - (i) Portage La Prairie;
  - (j) Anola.
- E4.116 Coverage shall also extend along all Manitoba Provincial Trunk Highways connecting each of the municipalities in E4.115 to the City of Winnipeg:
- E4.117 Coverage is defined as the ability to initiate and reliably complete a thirty (30) second data transfer at a data rate of at least 25% of the posted maximum rate for the selected data plan.
- E4.118 Coverage is defined as the ability to initiate and complete a thirty (30) second telephone call without dropping the connection.
- E4.119 Accepting that 100% wireless coverage in a geographical area is not practical, coverage will also be considered as met if the cellular device can be moved 10 meters or less in any direction and meet the requirements of E4.115 and E4.116.

## **E5. SECTION B – WIRELESS – DATA ONLY**

- E5.1 The City has approximately 800 wireless data only devices which are used for various applications such as machine to machine applications, SCADA, telemetry, automatic vehicle location and mobile work management usually on laptops. An ongoing challenge specifically for the 400 plus public safety (Police, Fire, and EMS) cellular wireless data users has been on network availability and capacity. The local carrier networks are designed and optimized to support the largely consumer based market and the typical consumer usage patterns. Public Safety differs significantly in the pattern of usage and data amounts.
- E5.2 Public safety departments typically transmit (upload) more information than they receive (download). This usage pattern is opposite the typical consumer pattern where download data amounts far surpasses the upload amounts.
- E5.3 On consumer cellular networks, a greater number of Users on a site results in slower speeds and potentially a denial of service. There is no mechanism available to give higher priority to specific customers.
- E5.4 The City currently uses HSPA, LTE and EVDO data devices. The City will require same or comparable speeds. If, during the length of the Contract, network enhancements increase the limitations of wireless data services, the Contractor shall provide detailed technical literature on the network enhancements. The Contract Administrator will determine the acceptability of the proposed replacement product.
- E5.5 The Bidder should provide the capability for the City to be able to activate or deactivate cell phones, perform programming changes and modify subscriber profiles.

### **Hardware**

- E5.6 The City requires a variety of data devices as listed below. This is not a complete list and the City anticipates the data transmission needs will change as new applications are discovered.
- E5.7 Item No. **70** is a stand-alone modem for 2G networks. These devices are typically used to connect an external computing device such as a laptop computer to the City data network. These devices are usually selected when external antennas, maximum transmit power and interfaces to ancillary devices are required. Power is taken directly from the vehicle or an AC/DC power supply.
- E5.8 Item No. **71** is a plug in card style modem for 2G networks. These may include PCMCIA or Express style cards that typically connect to an internal or external slot on a computer. These device typically include a built in antenna and derive power from the host device.
- E5.9 Item No. **72** is a USB modem device for 2G networks. These modems connect to a standard USB port and typically include a built in antenna. Power is derived from the USB port.
- E5.10 Item No. **73** are SIM cards for 2G networks. On occasion it becomes necessary to acquire new Subscriber Identity Modules separately from the cellular devices. Bidders must make such modules available as a stand-alone device.
- E5.11 Item No. **74** is framework pricing for Items No. 70 – 73 inclusive. This is a price determination mechanism(s) used in the development of the price(s) and shall be a percentage (%) discount off published web rate based on 24 month plan for any device. The Bidder can submit alternative pricing options.
- E5.12 Item No. **75** is a stand-alone modem for 3G networks. These devices are typically used to connect an external computing device such as a laptop computer to the City data network. These devices are usually selected when external antennas, maximum transmit power and interfaces to ancillary devices are required. Power is taken directly from the vehicle or an AC/DC power supply.

- E5.13 Item No. **76** is a plug in card style modem for 3G networks. These may include PCMCIA or Express style cards that typically connect to an internal or external slot on a computer. These devices typically include a built in antenna and derive power from the host device.
- E5.14 Item No. **77** is a USB modem device for 3G networks. These modems connect to a standard USB port and typically include a built in antenna. Power is derived from the USB port.
- E5.15 Item No. **78** is SIM cards for 3G networks. On occasion it becomes necessary to acquire new Subscriber Identity Modules separately from the cellular devices. Bidders must make such modules available as a stand-alone device.
- E5.16 Item No. **79** is framework pricing for Items No. 75 – 78 inclusive. This is a price determination mechanism(s) used in the development of the price(s) and shall be a percentage (%) discount off published web rate based on 24 month plan for any device. The Bidder can submit alternative pricing options.
- E5.17 Item No. **80** is a stand-alone modem for 4G networks. These devices are typically used to connect an external computing device such as a laptop computer to the City data network. These devices are usually selected when external antennas, maximum transmit power and interfaces to ancillary devices are required. Power is taken directly from the vehicle or an AC/DC power supply.
- E5.18 Item No. **81** is a plug in card style modem for 4G networks. These may include PCMCIA or Express card style cards that typically connect to an internal or external slot on a computer. These devices typically include a built in antenna and derive power from the host device.
- E5.19 Item No. **82** is a USB modem device for 4G networks. These modems connect to a standard USB port and typically include a built in antenna. Power is derived from the USB port.
- E5.20 Item No. **83** is SIM cards for 4G networks. On occasion it becomes necessary to acquire new Subscriber Identity Modules separately from the cellular devices. Bidders shall make such modules available as a stand-alone device.
- E5.21 Item No. **84** is framework pricing for Items No. 80 – 83 inclusive. This is a price determination mechanism(s) used in the development of the price(s) and shall be a percentage (%) discount off published web rate based on 24 month plan for any device. Bidder can submit alternative pricing options.

## Plans

- E5.22 The City requires wireless data air time plans which can accommodate a wide range of User needs with usage, in peak and off-peak hours, ranging from approximately two (2) MB per month to unlimited usage per month. The Bidder should take this into consideration as one plan may not suit all Users.
- E5.23 Wireless Data air time plans offered shall not require the payment of an activation fee nor system access fees.
- E5.24 Wireless data devices transferred from other networks (local number portability) shall not be at a cost to the City.
- E5.25 Wireless data air time plans offered shall allow seasonal Users to activate and deactivate and/or alternate between plans at no cost to the City.
- E5.26 Users who seasonally deactivate from the network should be able to reactivate with the same cellular telephone number.
- E5.27 Term plans that would normally extend beyond the actual Contract end date shall expire on the effective contract end date.

- E5.28 Throughout the term of the Contract the Contractor shall advise the City of any new rate plans available which would guarantee the City has secured the lowest available rate.
- E5.29 Item No. **85** is a monthly wireless data plan on a 2-G network that provides unlimited data usage.
- E5.30 Item No. **86** is a monthly wireless data plan on a 2-G network that provides from 0 to 10 MB of data usage.
- E5.31 Item No. **87** is a monthly wireless data plan on a 2-G network that provides from 10 MB to 2GB of data usage.
- E5.32 Item No. **88** is a monthly wireless data plan on a 2-G network that provides from 2GB to greater than 6 GB+ of data usage. The Bidder shall state an upper limit on the data transfer.
- E5.33 Item No. **89** is a monthly wireless data plan on a 3-G network that provides unlimited data usage.
- E5.34 Item No. **90** is a monthly wireless data plan on a 3-G network that provides from 0 to 10 MB of data usage.
- E5.35 Item No. **91** is a monthly wireless data plan on a 3-G network that provides from 10 MB to 2GB of data usage.
- E5.36 Item No. **92** is a monthly wireless data plan on a 3-G network that provides from 2GB to greater than 6 GB+ of data usage. The Bidder shall state an upper limit on the data transfer.
- E5.37 Item No. **93** is a monthly wireless data plan on a 4-G network that provides unlimited data usage.
- E5.38 Item No. **94** is a monthly wireless data plan on a 4-G network that provides from 0 to 10 MB of data usage.
- E5.39 Item No. **95** is a monthly wireless data plan on a 4-G network that provides from 10 MB to 2GB of data usage.
- E5.40 Item No. **96** is a monthly wireless data plan on a 4-G network that provides from 2GB to greater than 6 GB+ of data usage. The Bidder shall state an upper limit on the data transfer.

### **Features**

- E5.41 Item No. **97** is SMS or text messaging. This shall be priced on a per message basis or a monthly rate for unlimited usage.
- E5.42 Item No. **98** is Alternative pricing Options. The Bidder should state alternatives to the price per minute plans.
- E5.43 Item No. **99** is location based services. This service is provided by the Contractor and uses the location of the wireless device, either GPS based or triangulation, to provide a location report. The Bidder should provide a monthly rate for this service.

### **Data Roaming**

- E5.44 Item No. **100** is the Canada data roaming plan for data sessions originated in Canada. The Bidder shall provide a price per minute for this service.
- E5.45 Item No. **101** is the North America (USA) data roaming plan for data sessions originated outside of Canada but within North America. The Bidder shall provide a price per minute for this service.

- E5.46 Item No. **102** is the International data Roaming plan for data sessions originating in North America. The Bidder shall provide a price per minute for this service. If the price per minute varies by location, the Bidder shall include complete table of prices and locations.
- E5.47 Item No. **103** is Alternative pricing Options. The Bidder should state alternatives to the price per minute plans of Items No. 100, 101 and 102.
- E5.48 Item No. **104** is the Canada SMS roaming plan for text messages originated in Canada. The Bidder shall provide a price per message for this service.
- E5.49 Item No. **105** is the North America (USA) SMS roaming plan for text messages originated outside of Canada but within North America. The Bidder shall provide a price per message for this service.
- E5.50 Item No. **106** is the International SMS Roaming plan for text messages originating in North America. The Bidder shall provide a price per message for this service. If the price per message varies by location, the Bidder shall include complete table of prices and locations.
- E5.51 Item No. **107** is Alternative pricing Options. The Bidder should state alternatives to the price per message plans of Items No. 104, 105 and 106.

#### **Custom APN (Private Secure Network)**

- E5.52 Item No. **108** is a secure custom Access Point Network (APN) connection. The City requires one or more secure Custom Access point network (APN) connections which allows access to the City's internal network from a fleet of mobile devices. This connection shall be of sufficient bandwidth to accommodate simultaneous use of all registered devices. This item shall be priced per month.
- E5.53 Item No. **109** is an increment of bandwidth to Item 106 above. As the number of devices increase on the custom APN, it is essential that the City must increase the bandwidth of this connection. The Bidder shall price the cost to increment this service in increments of 10 MB/s.
- E5.54 Item No. **110** is an alternative pricing option. The Bidder should provide alternative pricing models for Items No. 108 and 109 above.

#### **Accessories**

- E5.55 The Contractor should make available any accessories for Items 70-73, 75-78 and 80-83 inclusive.
- E5.56 Item No. **111** is Framework discount Framework Discount. This is a price determination mechanism(s) used in the development of the price(s) and shall be a percentage (%) discount off published web rates for any accessories for Items 70-73, 75-78 and 80-83 inclusive.

#### **Value Add**

- E5.57 Item No. **112** is a Value Add proposition.

#### **Billing System**

- E5.58 The Contractor's electronic billing system shall provide a data output that can be directly input into the City of Winnipeg's internal financial management system.
- E5.59 Appendix E provides basic functionality requirements.

#### **Repair and Warranty**

- E5.60 The Contractor shall repair and maintain all hardware provided to the City of Winnipeg, either directly or indirectly while hardware is covered by a warranty.

- E5.61 The Contractor shall provide a same day replacement wireless data device with the same telephone number at no charge. The replacement wireless data device should be the same brand and model where possible.
- E5.62 The Contractor shall be responsible for all repair and replacement transactions, including shipping and handling.
- E5.63 The Contractor shall provide a detailed billing summary invoice to the User and Contract Administrator or designate along with the repair of a wireless data device.
- E5.64 The Contractor shall advise the Contract Administrator or designate of all phones sent for repair and the estimated time of repair.
- E5.65 The Contractor shall provide a detailed billing summary invoice to the User and Contract Administrator along with the repair of a cellular wireless data device.
- E5.66 The Contractor shall follow the City's change management process when making any maintenance changes that may impact data services.

### **Service Level Agreement**

- E5.67 The City of Winnipeg ("City") and the Contractor will have a service level agreement to define wireless service level objectives for the purpose of evaluating ongoing wireless service performance. The Contractor and the City agree to review wireless service level performance at monthly service review meetings and identify areas of service improvement based on the defined service level objectives set out in this document. The Contractor and the City will work cooperatively to improve any areas of service performance identified through this process.
- E5.68 The Contractor shall follow the City's change management process (CAB process) see Appendix D when making any maintenance changes that may impact data services.
- E5.69 The Service Level Agreement shall apply to all City departments.
- E5.70 The Service Level Agreement is applicable for 365 days per year, 7 days per week and 24 hours per day.
- E5.71 The Contractor shall provide one central contact telephone number for the City's staff to report incidents of service outages or degradation of service.
- E5.72 The Contractor shall provide the City with an escalation contact list to be used when high priority service levels are nearing breach or have been breached.
- E5.73 The City will require five (5) Business Days advanced notice for "planned outages". Where five (5) Business Days advance notice is not possible due to the urgency of the Work, the Contractor shall seek approval from the Contract Administrator for an exception to the required notice prior to any changes taking place.
- E5.74 The business hours within which changes shall be permitted will be 0000h to 0600h Monday-Thursday. Exceptions will be reviewed by both parties and no change will occur until both parties are in agreement of the scheduled time and date the outage will occur.
- E5.75 The Contractor shall ensure that any unresolved service issues caused by any such outages will be identified as high priority and escalated to the appropriate service group for immediate response.
- E5.76 The Contractor shall report problems which may affect multiple Users to the Contract Administrator or designate immediately upon detection.
- E5.77 Written documentation from the Contractor as to "problem resolution" must be received within seventy-two (72) hours from detection or notification.

- E5.78 The Contractor must contact the City to provide updates every two hours until the problem has been resolved.
- E5.79 For each percent (rounded to the nearest 1/100%) that system-wide downtime exceeds 0.1% per month, the total monthly rate shall be decreased (at the discretion of the City) by 10%.

For example: 3 system-wide outages totaling 9.5 hours in January equates to 1.27% downtime based on 744 total hours, which exceeds the limit by 1.17%. 1.17 multiplied by 10% = 11.7% credit on January's overall bill.

### **Implementation Schedule**

- E5.80 The Contractor shall implement the Contract in an orderly manner with minimal disruption in service for cellular telephone users being transferred from another network. The Contractor shall complete the following:
- (a) If there is a need to assign new cellular numbers, the City will require at least thirty (30) Calendar Days prior to activation for each cellular telephone user being transferred from another network.
  - (b) Meet with a representative from the City's Corporate Finance department and the Contract Administrator to establish correct billing addresses and billing formats for the required electronic billing format.
  - (c) Provide educational sessions to departments or user groups as required on the efficient use of hardware and cellular features.
  - (d) Provide a bi-weekly progress report to the Contract Administrator detailing the transition process.

### **Administration**

- E5.81 The Contractor shall designate one (1) primary contact person and one (1) secondary/alternative contact. There shall be one point of contact that receives and coordinates all orders for activation and/or deactivation of cellular telephones, programming of cellular phones, inquiries, problem reporting and resolution of problems, and subsequent follow-up to confirm satisfactory resolution.
- E5.82 The Contractor shall provide a local Winnipeg telephone number and facsimile number, or a toll free telephone number and facsimile number for the contact person(s).
- E5.83 The Contractor shall prior to the commencement of work, identify the contact person(s) that would be assigned, their authority and responsibilities, and the systems and procedures currently in place and/or proposed to be provided to handle all transactions.

### **Network Coverage**

- E5.84 Wireless coverage for high speed data shall be available throughout the City of Winnipeg, as defined by and extending beyond the City limits by 10km.
- E5.85 Additionally, wireless coverage for high speed data shall be available within the following municipalities:
- (a) Selkirk;
  - (b) Stonewall;
  - (c) Steinbach;
  - (d) Oakbank;
  - (e) Gimli;
  - (f) Morris;
  - (g) Grand Beach;

- (h) Headingly;
- (i) Portage La Prairie;
- (j) Anola.

- E5.86 Coverage must also extend along all Manitoba Provincial Trunk Highways connecting each of the municipalities in E5.85 to the City of Winnipeg:
- E5.87 Coverage is defined as the ability to initiate and reliably complete a 30 second data transfer at a data rate of at least 25% of the posted maximum rate for the selected data plan.
- E5.88 Accepting that 100% wireless coverage in a geographical area is not practical, coverage will also be considered as met if the cellular device can be moved 10 meters or less in any direction and meet the requirements of E5.85 and E5.86.

## **E6. SECTION C – LAND LINE CENTREX / ANALOGUE**

- E6.1 The City of Winnipeg currently utilizes a CENTREX telephone system with approximately 4540 Centrex lines of which 755 are digital lines and 3785 are analog lines. Additionally there are 83 touch tone lines; and 340 Additional directory numbers (ADN's), plus two (2) Off Premise extensions (OPX). The CENTREX service is used in over 200 City facilities with an additional 150 plus sites added for seasonal use. The City owns all of its current Centrex handsets.
- E6.2 Approximately 2400 Centrex lines are equipped with personalized voice mailboxes of which; 87 utilize combined voice mailboxes (one common mailbox for both cellular and land line voice mail services). Additionally we have 68 transfer mailboxes, 46 Interactive Voice Response services (IVR or ECP) with 4 Auto Attendants; 13 Automatic call distribution queues with 117 agents; and 22 Universal Call distribution queues.
- E6.3 The City of Winnipeg utilizes an internal computer network to support typical enterprise applications. This network relies on a combination of leased fiber services, City owned fiber, leased copper services, and wireless microwave point-to-point for connections between facilities. Various technologies are used throughout the City to deliver the 10 Mb/s, 100 Mb/s or the gigabit class service.
- E6.4 Not every building with a telephone is connected to the City network. There are several garages, storage facilities, and out-buildings that have no network or computer facilities but require telephone connectivity.
- E6.5 Recent construction projects have incorporated dual network drops at each workstation in the design in anticipation of a possible migration to VoIP technology. The majority of buildings however, rely on Category 3 and twisted pair wiring for CENTREX phones and single Category 5 or Category 6 drops for computer network connections.
- E6.6 The City's telephone system is set up in groups by Network Class of Service (NCOS) to allow for toll denial, directory assistance blocking, paging systems, etc. There are currently approximately 50 NCOS groups assigned to the City.
- E6.7 The City shall require individual billing to a dynamic number of organizational units (currently approximately 450 separate billing accounts).
- E6.8 The system should allow the option for the City to perform onsite programming for minor moves, adds and changes.
- E6.9 The proposed system shall be compatible to work with external recording devices or provide an option which allows for recording of phone lines continuously or on demand.
- E6.10 The system shall have the ability to connect to analog devices such as bells, ringers, answering machines, credit card readers.
- E6.11 The system shall offer internal 4 or 5 digit dialing.
- E6.12 The system shall provide private or direct inward dial numbers (D.I.D.'s) or the equivalent.
- E6.13 The system shall have the option of multiple ring types (distinctive ringing).
- E6.14 The system shall have the ability to connect to paging systems.
- E6.15 Land Lines shall consist of but not be limited to:
- (a) providing a solution for land line connectivity for approximately 4540 users;
  - (b) supply and delivery of telephones to various City departments on an as required basis;
  - (c) the provision of piece parts and accessories for telephone sets including but not limited to:
    - (i) handsets;

- (ii) receiver cords;
- (iii) ear pieces;
- (iv) line cords, etc;
- (d) warranty and repair service for goods purchased under this Contract;
- (e) goods including piece parts & accessories, shall be delivered on an "as-required" basis during the term of the Contract, f.o.b. destination, freight prepaid, to various locations within the City and shall be delivered between 8:30 a.m. and 4:30 p.m. (unless otherwise specified at the time of order) Monday to Friday, except for Statutory Holidays;
- (f) the Contractor shall have sufficient delivery capacity for goods, so that if goods were ordered in quantity (such as thirty units) they would be delivered without undue delay. Should consistent delivery delays occur (as documented, and formally communicated by the City to the Contractor), the City reserves the right to cancel the order, and to acquire appropriate equivalent equipment from other sources, with the Contractor responsible for any cost increase due to the acquisition of the substitute equipment. The Contractor shall also be responsible for any additional delivery and related charges to bring in substitute goods;
- (g) errors in distribution on the part of the Contractor shall be corrected at no cost to the City (courier costs etc.).

E6.16 The Contractor shall provide, or arrange for the provision of, any software or hardware licenses necessary for full functionality of the system supplied.

E6.17 The City can, at its discretion and without penalty, adjust services including number of lines, features, and all other variable components through the term of the contract. All termination charges must be included in Form B.

E6.18 All costs in Form B must be inclusive of basic installs, moves, changes and deletes (IMAC's), and blended through the term of the contract with no one-time upfront implementation costs being incurred by the City.

### Monthly Service Plans

E6.19 Monthly rate to include lines, voice mail, set rental or purchase price if applicable.

E6.20 Item No. **113** is a CENTREX single line phone plan. This is the most common plan used by the majority of Users. Pricing shall be per month per line.

E6.21 Item No. **114** is Additional Directory Number (ADN). Pricing shall be per month per line.

E6.22 Item No. **115** is Multiple appearance directory numbers (MADN). Pricing shall be per month per line.

E6.23 Item No. **116** is Analogue Telephone service or POTS. These circuits are normally used for analog alarm connections, fax machines, modems or whenever a digital line or CENTREX service is not practical or possible.

### Hardware

E6.24 Item No. **117** is Hardware – New devices. The Bidder shall provide pricing to outright purchase all sets listed as options in response. Current set types used by the City are as follows:

- (a) M8004;
- (b) M5209;
- (c) M5312;
- (d) M5316;
- (e) M522 add on modules;

- (f) M9116;
- (g) M9216;
- (h) M9316;
- (i) M9417;
- (j) M6320;
- (k) M480e;
- (l) Unity\Vista;
- (m) variety of one and two line cordless devices.

- E6.25 Item No. **118** is Framework discount for items listed in Item No. 117. This is a price determination mechanism(s) used in the development of the price(s) and shall be a percentage (%) discount off published web rates.
- E6.26 Item No. **119** is Hardware – Refurbished devices. The Bidder shall provide pricing to outright purchase refurbished sets listed as options in response.
- E6.27 Item No. **120** is Framework discount for Item 119. This is a price determination mechanism(s) used in the development of the price(s) and shall be a percentage (%) discount off published web rates.

## Features

- E6.28 Item Nos. **121** through **144** inclusive are standard CENTREX features. Bidders shall indicate on Form B if each item is included (incl) in the base monthly rate or if an additional charge is applicable.
- E6.29 Item No. **121** is a voicemail feature.
- E6.30 Item No. **122** is a Combination mailbox - The voice mail system shall be capable of allowing combination mailboxes (one mailbox for land line and cellular device).
- E6.31 Item No. **123** is Multiple greetings – The voice mail system shall allow the option to record multiple greetings such as regular daily greeting and temporary absence greetings.
- E6.32 The City shall be allowed to disconnect voice mail boxes or services with no penalty at any time during the Contract
- E6.33 The system shall provide the option to do outbound notification.
- E6.34 The system shall make available the following standard CENTREX features where applicable based on phone set type: Bidders shall indicate on Form B if the cost of this feature is included (incl) in the base monthly line rate or if an additional cost per month is applicable.
- E6.35 Item No. **124** is auto dial is a user changeable feature which allows the Users to program a frequently called number onto a key of the phone set allowing the user to pick up handset and press one button.
- E6.36 Item No. **125** is call display allowing the caller's name to be displayed if presented.
- E6.37 Item No. **126** is call log is the ability for the user to see the list of callers who have made calls to your number.
- E6.38 Item No. **127** is Group intercom.
- E6.39 Item No. **128** is Speed Call which is the ability to program several numbers and access them by picking up handset, pressing speed call and entering code which number is save on.

- E6.40 Item No. **129** is remote voicemail access which allows Users to access their voicemail box while in a remote location.
- E6.41 Item No. **130** is call forward which allows you to redirect your phone to another number either internally or externally.
- E6.42 Item No. **131** is remote call forwarding which is the ability to dial in remotely and change the number where your land line is forwarded to.
- E6.43 Item No. **132** is call waiting which allows a second call to be presented and gives a tone notifying the User a call is waiting.
- E6.44 Item No. **133** is last number redial.
- E6.45 Item No. **134** is message waiting which allows either a visual light indicating a voice mail has been delivered to the mailbox or a stuttered dial tone is heard when lifting the handset.
- E6.46 Item No. **135** is Call Park allows a call to be parked and picked up at another work station.
- E6.47 Item No. **136** is ring again notifies you when a called number which is busy becomes available.
- E6.48 Item No. **137** is Simultaneous ring or SIM ring which means the user can have their main land line and a secondary phone device ring at the same time.
- E6.49 Item No. **138** is voice conferencing also known as 3 way calling. The Bidder shall advise if other options such as conferencing with 6 parties is also available and if so, state pricing or if included (incl).
- E6.50 Item No. **139** is call transfer which gives the ability to transfer a call from one extension to another.
- E6.51 Item No. **140** is the ability to dial and extension within City departments by entering a 4 or 5 digit extension number.
- E6.52 Item No. **141** is the ability to have direct in dial numbers (D.I.D.'s).
- E6.53 Item No. **142** is Paging which allows a specific group of extensions to be paged.
- E6.54 Item No. **143** Transfer mailbox which allows more than one land line number to share the same mailbox.
- E6.55 Item No. **144** is a listen only mailbox which allows callers to hear a greeting but they are unable to leave a voice mail message.

### **Other Services**

- E6.56 Item No. **145** is Directory Assistance. Price to be per use.
- E6.57 Item No. **146** - The system shall have the ability to offer a call processing service which allows specific messages to play to callers while waiting in a queue for their call to be answered. (i.e. Interlalia). Price to be per month per service.
- E6.58 Item No. **147** - The City currently utilizes Thirty (30) conference calling accounts. Bidders shall provide the best conference calling rate plan available for a conference bridge inclusive of all costs.

### **Call Centre Services**

- E6.59 Item No. **148** is the ability to have Automatic Call distribution (ACD). ACD allows calls to be presented to a group of agents. Pricing shall be per month per service.

- E6.60 Item No. **149** is the ability to have Agents as part of the ACD's – ACD agent. An ACD agent is part of an ACD. Pricing shall be per month per agent.
- E6.61 Item No. **150** is the ability to have Supervisors in an ACD. The Supervisor has the ability to monitor and listen into conversations for coaching purposes. Pricing shall be per month per Supervisor.
- E6.62 Item No. **151** is Uniform Call distribution (UCD) allows for an even distribution of incoming calls over a group of stations. Pricing shall be per month per service.
- E6.63 Item No. **152** is Enhanced Call Processing mailbox (ECP) is a routing service where customers call and hear a greeting. Customers are then presented with options to select or hear a recorded announcement. Pricing shall be per month per service.
- E6.64 Item No. **153** is Interactive voice response (IVR). Pricing shall be per month per service.
- E6.65 Item No. **154** is a Customized greeting within a queue which is normally programmed and recorded by the Contractor. Pricing shall be per month per service.
- E6.66 Item No. **155** is Music on hold. Pricing shall be per month per service.
- E6.67 Item No. **156** is Customized recorded announcements are user changeable recorded announcements. Pricing shall be per month per service.
- E6.68 Item No. **157** is Auto Attendant which allows callers to be answered automatically. Callers are then provided with options to select to route their call to the department or service they require.
- E6.69 Item No. **158** is Simultaneous Call Access allows for more than one caller to access the same phone number and be presented with the same information.
- E6.70 Item No. **159** is Statistical Reporting system which allows customized and canned reports to be accessed for Call Centre statistics.
- E6.71 Item No. **160** is Additional call centre charges. The Bidder shall supply any other Call Centre features or services.

### Accessories

- E6.72 Item No. **161** is telephone line cords used to connect the telephone base unit to the wall/floor outlet. These cords have standard RJ11 plugs on each end. These items should be available in nominal lengths of 7, 14, and 25 foot (2m, 4m and 8m).
- E6.73 Item No. **162** is receiver coiled cords. These cords typically connect the telephone base unit to the handset. These cords should be available in colours to match the phone sets. These cords should be available in nominal lengths of 3, 10, and 20 foot. (1m, 3m, and 6m).
- E6.74 Item No. **163** is headsets, wired and wireless. These devices normally take the place of the handset and allow the user to conduct telephone conversations without using their hands.
- E6.75 Item No. **164** is Framework Discount for Items No. 161-163 inclusive. This is a price determination mechanism(s) used in the development of the price(s) and shall be a percentage (%) discount off published web rate based on 24 month plan for any device.

### Long Distance

- E6.76 The City averages a total of approximately 11,000 long distance calls per months which use approximately 35,000 minutes per month. Breakdown of calls is as follows:
- E6.77 Item No. **165** is long distance calls placed from Winnipeg to another location within Manitoba. The rate provided shall be cost per minute.

- E6.78 Item No. **166** is long distance calls placed from Winnipeg to other provinces within Canada. The rate provided shall be cost per minute.
- E6.79 Item No. **167** is long distance calls placed from Winnipeg to the United States of America. The rate provided shall be cost per minute.
- E6.80 Item No. **168** is long distance calls from Winnipeg to other locations outside of North America. The Bidder shall provide a price per minute for this service. If the price per minute varies by location, the Bidder shall include complete table of prices and locations.
- E6.81 Item No. **169** Incoming toll free calls – price to be cost per minute.
- E6.82 Item No. **170** Alternative pricing options applicable to Item No. 165 – 169 inclusive. Bidder shall provide any other pricing options available.
- E6.83 The service shall require minimum effort to access long distance service (i.e. no prefixes or account codes).
- E6.84 The service shall accommodate the following types of calls:
- (a) Calling Cards;
  - (b) Third number billing;
  - (c) Collect Calls;
  - (d) Operator Assistance;
  - (e) Information;
  - (f) Ability to dial 911 with complete ANI/ALI;
  - (g) 1-800 Toll free calls;
  - (h) 1-900 calls.

#### **Value Add**

- E6.85 Item No. **171** is a Value Add service.

#### **Billing System**

- E6.86 The Contractor's electronic billing system shall provide a data output that can be directly input into the City of Winnipeg's internal financial management system.
- E6.87 Appendix E provides basic functionality requirements.

#### **Repair and Warranty**

- E6.88 The system shall be available 24 hour a day, 7 days a week, and 365 days per year. The system shall consist of components (hardware and software) that are highly reliable for the duration of the Contract and be designed to provide dependable techniques and procedures for prevention of element failure and rapid recovery of element failure during the course of the Contract.
- E6.89 The system shall allow for updating and backup of subscribers' profiles and configuration data.
- E6.90 The Contractor shall detect system failures; and shall provide service restoration.
- E6.91 The repair staff sent to site shall be familiar with the City of Winnipeg system to ensure issues can be resolved quickly and effectively. Staff shall be certified on the equipment they are working on and have security clearances as identified in Appendix A.
- E6.92 The Contractor shall repair and maintain all hardware provided to the City of Winnipeg, either directly or indirectly while hardware is covered by a warranty.

- E6.93 The Contractor shall provide a same day replacement of all defective subscriber devices. The replacement data device should be the same brand and model where possible.
- E6.94 The Contractor shall be responsible for all repair and replacement transactions, including shipping and handling.
- E6.95 The Contractor shall provide a detailed billing summary invoice to the user and Contract Administrator or designate along with the repair of all subscriber device.
- E6.96 The Contractor shall advise the Contract Administrator or designate of all phones sent for repair and the estimated time of repair.
- E6.97 When returning repaired subscriber devices, the Contractor shall provide a detailed billing summary invoice to the User and Contract Administrator.
- E6.98 The Contractor shall follow the City's change management process when making any maintenance changes that may impact services.

### **Service Level Agreement**

- E6.99 The City of Winnipeg ("City") and the Contractor will have a service level agreement to define Land Line service level objectives for the purpose of evaluating ongoing Land line service performance. The Contractor and the City agree to review the service level performance at monthly service review meetings and identify areas of service improvement based on the defined service level objectives set out in this document. The Contractor and the City will work cooperatively to improve any areas of service performance identified through this process.
- E6.100 The Contractor shall follow the City's change management process (CAB process) see Appendix D when making any maintenance changes that may impact voice services.
- E6.101 The Service Level Agreement shall apply to all City departments.
- E6.102 The Service Level Agreement is applicable for 365 days per year, 7 days per week and 24 hours per day.
- E6.103 The Contractor shall provide one central contact telephone number for the City's staff to report incidents of service outages or degradation of service.
- E6.104 The Contractor shall provide the City with an escalation contact list to be used when high priority service levels are nearing breach or have been breached.
- E6.105 The City will require a minimum of two (2) weeks advanced notice for "planned outages". Where two (2) weeks advance notice is not possible due to the urgency of the Work, the Contractor shall seek approval from the Contract Administrator for an exception to the required notice prior to any changes taking place.
- E6.106 The business hours within which changes shall be permitted will be 0000h to 0600h Monday-Thursday. Exceptions will be reviewed by both parties and no change will occur until both parties are in agreement of the scheduled time and date the outage will occur.
- E6.107 The Contractor shall ensure that any unresolved service issues caused by any such outages will be identified as high priority and escalated to the appropriate service group for immediate response.
- E6.108 The Contractor shall report problems which may affect multiple Users to the Contract Administrator or designate immediately upon detection.
- E6.109 Written documentation from the Contractor as to "problem resolution" must be received within seventy-two (72) hours from detection or notification.

E6.110 The Contractor must contact the City to provide updates every two hours until the problem has been resolved.

E6.111 For each percent (rounded to the nearest 1/100%) that system-wide downtime exceeds 0.1% per month, the total monthly rate shall be decreased (at the discretion of the City) by 10%.

For example: 3 system-wide outages totaling 9.5 hours in January equates to 1.27% downtime based on 744 total hours, which exceeds the limit by 1.17%. 1.17 multiplied by 10% = 11.7% credit on January's overall bill.

E6.112 At the Contractor Administrator's discretion, the Bidder shall provide a Project Manager who will be available for the entire implementation period.

### **Implementation**

E6.113 The Contractor shall implement the Contract in an orderly manner with minimal disruption in service for CENTREX and analogue telephone users being transferred from another network. The Contractor shall complete the following:

- (a) If there is a need to assign new CENTREX and analogue numbers, the City will require at least thirty (30) Calendar Days prior to activation for each CENTREX and analogue telephone user being transferred from another network.
- (b) Meet with a representative from the City's Corporate finance department and the Contract Administrator to establish correct billing addresses and billing formats for the required electronic billing format.
- (c) Provide educational sessions to departments or user groups as required on the efficient use of hardware and CENTREX and analogue features.
- (d) Provide a bi-weekly progress report to the Contract Administrator detailing the transition process.

### **Administration**

E6.114 The Contractor shall designate one (1) primary contact person and one (1) secondary/alternative contact. There shall be one point of contact that receives and coordinates all orders for activation and/or deactivation of telephones, programming of CENTREX phones, inquiries, problem reporting and resolution of problems, and subsequent follow-up to confirm satisfactory resolution.

E6.115 The Contractor shall provide a local Winnipeg telephone number and facsimile number, or a toll free telephone number and facsimile number for the contact person(s).

E6.116 The Bidder shall prior to the commencement of work, identify the contact person(s) that would be assigned, their authority and responsibilities, and the systems and procedures currently in place and/or proposed to be provided to handle all transactions.

E6.117 The Contractor shall not substantially alter or modify the authority and/or responsibilities of the designated contact person(s) without the prior written approval of the Contract Administrator.

E6.118 The Contractor shall provide the Contract Administrator with written notice not less than seven (7) Calendar Days prior to reassigning or replacing the designated contact person(s).

E6.119 The Contractor shall resolve user-specific problems (problems attributable to an individual user's telephone only) within one Business Day.

E6.120 The City will require individual billing to a dynamic number of organizational units (currently approximately 450 separate billing accounts).

## E7. SECTION D – LAND LINE VOIP

### Background

- E7.1 The City of Winnipeg currently utilizes a CENTREX telephone system with approximately 4540 Centrex lines of which 755 are digital lines and 3785 are analog lines. Additionally there are 83 touch tone lines; and 340 Additional directory numbers, 2 OPX. The CENTREX service is used in over 200 City facilities with an additional 150 plus sites added for seasonal use.
- E7.2 Approximately 2400 Centrex lines are equipped with personalized voice mailboxes of which; 87 are combined voice mailboxes which consolidate their cellular and land line voice mail services. Additionally we have 68 transfer mailboxes, 46 Interactive Voice Response services (IVR or ECP) with 4 Auto Attendants; 13 Automatic call distribution queues with 117 agents; and 22 Universal Call distribution queues.
- E7.3 The City of Winnipeg Backbone Network Infrastructure is the framework that will allow TCP/IP data communications between the City departments regardless of their location. This allows about 6,800 devices connected through the Backbone to be able to communicate with each other. This includes about 5,600 PCs/laptops, 800 smartphones/tablets, 300 networked printers and 100 networked building system devices/CCTV cameras. A variety of internetworking technologies are used in the Backbone Network Infrastructure (see Appendix A). These range from 100/1000BaseT fibre optic connectivity for buildings with large LANs, 10 Mbps for medium sized LANs and 2 Mbps connections for small LANs. Cisco routers and switches are used to implement the WAN and LAN as well as for VPN remote access. Checkpoint Nokia firewall products provide network security.
- E7.4 Our current Office suite includes Microsoft Office 2010 Standard. Office 2003 is still in use but will be phased out through 2013. Our servers are mostly Windows 2008. Our desktops are a mix of Windows XP and Windows 7. The City currently uses Exchange version 2010. The City's desktops are licensed under Select without Software Assurance, while servers are licensed under Select with Software Assurance.
- E7.5 The average wiring closet LAN switches currently deployed are Cisco Catalyst 2960-24TC-S, 2960-24TC-L, and 2960-48TC-S switches. The average WLAN access point deployed is Cisco Aironet 1042N.
- E7.6 The City has approximately 5600 network connections located near phone jacks.
- E7.7 Within buildings, CAT5 and CAT6 cabling is used to the desktop. Many links are at or near maximum capacity and would not accept significant additional network traffic.
- E7.8 Not every building with a telephone is connected to the City network. There are several garages, storage facilities, and out-buildings that have no network or computer facilities but require telephone connectivity.
- E7.9 Recent construction projects have incorporated dual network drops at each workstation in the design in anticipation of a possible migration to VoIP technology. The majority of buildings however rely on CAT3 and twisted pair wiring for CENTREX phones and CAT5 or CAT6 for computer network connections.
- E7.10 The City's current telephone system is set up in groups by Network Class of Service (NCOS) to allow for toll denial, directory assistance blocking, paging systems, etc. There are currently approximately 50 NCOS groups assigned to the City.
- E7.11 The proposed system shall be hosted by the Contractor.
- E7.12 All costs in Form B must be inclusive of basic installs, moves, changes and deletes (IMACD's), and blended through the term of the Contract with no one-time upfront implementation costs being incurred by the City.

- E7.13 The City currently utilizes thirty (30) conference calling accounts.
- E7.14 The City will require individual billing to a dynamic number of organizational units (currently approximately 450 separate billing accounts).
- E7.15 The proposed system shall be compatible to work with external recording devices or provide an option which allows for recording of phone lines continuously or on demand.
- E7.16 The system shall encrypt all voice traffic in transit or stored.
- E7.17 The system shall have the ability to connect to analog devices.
- E7.18 The system shall offer internal 4 or 5 digit dialling.
- E7.19 The system shall provide private or direct inward dial numbers or the equivalent.
- E7.20 The system shall have the option of multiple ring types (distinctive ringing).
- E7.21 The system shall be able to connect to outside bells and ringers.
- E7.22 The system should allow the option for the City to perform onsite programming for minor moves, adds and changes.
- E7.23 The system shall have the ability to connect to a paging system.
- E7.24 The Contractor shall provide, or arrange for the provision of, any software or hardware licenses necessary for full functionality of the system supplied.
- E7.25 The Contractor shall make available any new software releases or upgrades within ninety (90) days of its release, at the City's discretion.
- E7.26 The City can, at its discretion and with no penalty, adjust services including number of lines, features, and all other variable components through the term of the Contract.
- E7.27 The proposed system shall be compatible to work with external recording devices or provide an option which allows for recording of phone lines continuously or on demand.
- E7.28 The system shall have the ability to connect to analog devices such as bells, ringers, answering machines and credit card readers.
- E7.29 The system shall offer internal 4 or 5 digit dialling.
- E7.30 The system shall provide private or direct inward dial numbers (D.I.D.'s) or the equivalent.
- E7.31 The system shall have the option of multiple ring types (distinctive ringing).
- E7.32 The system shall have the ability to connect to paging systems.
- E7.33 The Contractor shall have sufficient delivery capacity for goods, so that if goods were ordered in quantity (such as thirty units) that they would be delivered without undue delay. Should consistent delivery delays occur (as documented, and formally communicated by the City to the Contractor), the City reserves the right to cancel the order, and to acquire appropriate equivalent equipment from other sources, with the Contractor responsible for any cost increase due to the acquisition of the equivalent equipment. The Contractor shall also be responsible for any additional delivery and related charges to bring in the equipment.
- E7.34 Errors in distribution on the part of the Contractor shall be corrected at no cost to the City (courier costs etc.).
- E7.35 The Contractor shall provide, or arrange for the provision of, any software or hardware licenses necessary for full functionality of the system supplied.

- E7.36 The City can, at its discretion and without penalty, adjust services including number of lines, features, and all other variable components through the term of the contract. All termination charges must be included in Form B.
- E7.37 All costs in Form B must be inclusive of basic installs, moves, changes and deletes (IMAC's), and blended through the term of the Contract with no one-time upfront implementation costs being incurred by the City.

### Monthly Service Plan

- E7.38 Item No. **172** is the base monthly price for single line phone service. This is the most common plan used by the majority of Users. Pricing shall be per month per line, including voice mail, set rental and applicable features based on the options stated on Form B. Cost for additional features must also be stated on Form B. Prices must include all infrastructure costs (including wiring closet PoE switches and UPSs), licensing, and any other taxes, tariffs or charges. The cost of the subscriber telephone handset or softphone is not included in this price.
- E7.39 Item No. **173** is a soft phone application for Windows© based computing devices. Pricing shall be per month per line.
- E7.40 Item No. **174** is a soft phone application for smartphone devices. Pricing shall be per month per line.
- E7.41 Item No. **175** is a basic single line phone set with no call display functionality.
- E7.42 Item No. **176** is a basic single line phone set with call display functionality.
- E7.43 Item No. **177** is a basic multi-line phone set with call display functionality.
- E7.44 Item No. **178** is a full featured "executive style" multi-line phone set.
- E7.45 Item No. **179** is a Wi-Fi or wireless phone set. This device will connect directly to a local Wi-Fi access point to provide telephone line connectivity.
- E7.46 Item No. **180** is Automatic Call Distribution (ACD) agent devices. This device is optional.
- E7.47 Item No. **181** is additional phone sets not listed previously. Bidders should list any additional hardware devices they feel may benefit the City of Winnipeg.
- E7.48 Item No. **182** is an Alternative pricing options applicable to Items 173 to 180. Bidder should provide any other pricing options available.
- E7.49 Item No. **183** is Framework Discount for Items No. 173-180 inclusive. This is a price determination mechanism(s) used in the development of the price(s) and shall be a percentage (%) discount off published web rates.

### Features

- E7.50 Items No. **184** through **216** inclusive are features the City may require in a VoIP solution. Feature name may be different on a VoIP solution, please see definition for explanation and provide pricing on the feature that best suits this requested feature. Bidders shall indicate on Form B if each item is included (incl) in the base monthly rate or if an additional charge is applicable.
- E7.51 Item No. **184** is a voicemail feature. Messages left on this systems shall be retrievable from both the subscribers' phone, any other phone on the network, or from an external telephone. The voicemail system shall allow the subscriber to record customized greetings in their own natural voice.

- E7.52 Item No. **185** is a Unified messaging\Combination mailbox - The voice mail system shall be capable of allowing combination mailboxes (one mailbox for land line and cellular device). Price stated shall be price per month per User.
- E7.53 Item No. **186** is Multiple greetings – The voice mail system shall allow the option to record multiple greetings such as regular daily greeting and temporary absence greetings.
- E7.54 Item No. **187** is the ability to view voice mails from email inbox.
- E7.55 Item No. **188** is auto dial which allows the users to program a frequently called number onto a key of the phone set allowing user to pick up handset and press one button.
- E7.56 Item No. **189** is call display allowing the caller's name to be displayed if presented.
- E7.57 Item No. **190** is call log which is the ability to view the list of callers' names and or numbers who have made a call to your number.
- E7.58 Item No. **191** is Group intercom where a specific group of numbers can dial using the intercom button and press a code to connect within their office and leave their main line open for incoming calls.
- E7.59 Item No. **192** is speed call which is the ability to program several numbers and access them by picking up handset, pressing speed call button and entering code which number has been programmed and saved.
- E7.60 Item No. **193** is remote voicemail access which allows Users to access their voicemail box while in a remote location.
- E7.61 Item No. **194** is the ability to dial phone numbers from Outlook contacts.
- E7.62 Item No. **195** is the ability to send faxes from desktops.
- E7.63 Item No. **196** is the instant messaging capability.
- E7.64 Item No. **197** is one business number allowing customers to only have to dial one number to reach the subscriber by voice, cellular device, fax or pager.
- E7.65 Item No. **198** is a record feature which allows either record on demand or continuous voice recording.
- E7.66 Item No. **199** is Video conferencing from the desktop.
- E7.67 Item No. **200** is call forward which allows you to redirect your phone to another number either internally or externally.
- E7.68 Item No. **201** is remote call forwarding which is the ability to dial in remotely and change the number where your land line is forwarded to.
- E7.69 Item No. **202** is call waiting which allows a second call to be presented and gives a tone notifying the User a call is waiting.
- E7.70 Item No. **203** is last number redial.
- E7.71 Item No. **204** is message waiting which allows either a visual light on the phone indicating a voice mail has been delivered to the mailbox or an email indicating a voice mail has been delivered.
- E7.72 Item No. **205** is call park which allows a call to be parked and picked up at another work station.
- E7.73 Item No. **206** is ring again notifies you when a called number which is busy becomes available.

- E7.74 Item No. **207** is Simultaneous ring or SIM ring which means the User can have their main land line and a secondary phone device ring at the same time.
- E7.75 Item No. **208** is voice conferencing. The Bidder shall advise how many phone numbers can be connected via one conference call. The Bidder shall state if other options are available and include pricing if applicable on Form B.
- E7.76 Item No. **209** is call transfer which gives the ability to transfer a call from one extension to another.
- E7.77 Item No. **210** user defined call rules which allow the user to make their own changes such as forwarding their phone to specific greetings while on vacation or forwarding their phone to an alternate number for a specific time period.
- E7.78 Item No. **211** is the ability to dial internally using 4 or 5 digits.
- E7.79 Item No. **212** is the ability to have direct in dial numbers (D.I.D.'s).
- E7.80 Item No. **213** is a Paging which allows a specific group of extensions to be paged.
- E7.81 Item No. **214** Transfer mailbox or similar feature which allows more than one land line number to share the same mailbox.
- E7.82 Item No. **215** is an announcement service where callers can only listen to an announcement but they are unable to leave a voice mail message.
- E7.83 Item No. **216** is additional features the Bidder would offer as part of their solution
- E7.84 The City requires the right to be allowed to disconnect voice mail boxes or services with no penalty at any time during the Contract
- E7.85 The system shall provide the option to do outbound notification which is when a voice mail is left on the land line a cell phone or pager can be notified a message was delivered to the land line.

### **Other Services**

- E7.86 Item No. **217** is Directory Assistance. Price to be per use.
- E7.87 Item No. **218** - is a conference bridge. The City currently utilizes thirty (30) conference calling accounts. Bidders shall provide their best conference calling rate plan available for a conference bridge inclusive of all costs.
- E7.88 Item No. **219** is additional services. The Bidder is requested to provide a list and pricing for any additional services that may be available with the proposed solution. All pricing shall be listed on Form B.

### **Call Centre Services**

- E7.89 Item No. **220** is the ability to have Automatic Call distribution (ACD).ACD allows calls to be presented to a group of agents. Pricing shall be per month per service.
- E7.90 Item No. **221** is the ability to have Agents as part of the ACD's – ACD agent. An ACD agent is part of an ACD. Pricing shall be per month per agent.
- E7.91 Item No. **222** is the ability to have Supervisors in an ACD. The Supervisor has the ability to monitor and listen into conversations for coaching purposes. Pricing shall be per month per Supervisor.
- E7.92 Item No. **223** is Interactive voice response (IVR). Pricing shall be per month per service.
- E7.93 Item No. **224** is Music on hold. Pricing shall be per month per service.

- E7.94 Item No. **225** is Auto Attendant which allows callers to be answered automatically. Callers are then provided with options to select to route their call to the department or service they require.
- E7.95 Item No. **226** is Statistical Reporting system which allows customized and canned reports to be accessed for Call Centre statistics.
- E7.96 Item No. **227** is Additional call centre charges. The Bidder shall supply any other Call Centre features or services.
- E7.97 Item No. **228** is alternative pricing model. The Bidder shall provide any other pricing models available that are applicable to Items 217 to 226.

### Accessories

- E7.98 Item No. **229** is Receiver cords: (6, 12, 25 foot lengths). These cords connect the telephone desk unit to the network connection point.)
- E7.99 Item No. **230** is headset devices that provide one or two ear speakers and an integrated microphone. Headsets that use USB connectivity and standard line audio, microphone connectivity shall be listed and priced separately.
- E7.100 Item No. **231** Framework discount for Items No. 229 to 230 inclusive. This is a price determination mechanism(s) used in the development of the price(s) and shall be a percentage (%) discount off published web rate based on 24 month plan for any device.

### Long Distance

- E7.101 The City averages a total of approximately 11,000 long distance calls per months which use approximately 35,000 minutes per month. Breakdown of calls is as follows:
- E7.102 Item No. **232** is long distance calls placed from Winnipeg to another location within Manitoba. The rate provided shall be price per minute.
- E7.103 Item No. **233** is long distance calls placed from Winnipeg to other provinces within Canada. The rate provided shall be price per minute.
- E7.104 Item No. **234** is long distance calls placed from Winnipeg to the United States of America. The rate provided shall be price per minute.
- E7.105 Item No. **235** is Long distance calls from Winnipeg to other locations outside of North America. The Bidder shall provide a price per minute for this service. If the price per minute varies by location, the Bidder shall include complete table of prices and locations.
- E7.106 Item No. **236** Incoming toll free calls – price to be per minute.
- E7.107 Item No. **237** Alternative pricing options applicable to Items 232 to 236. The Bidder shall provide any other pricing options available.
- E7.108 The service shall require minimum effort to access long distance service (i.e. no prefixes or account codes).
- E7.109 The service shall accommodate the following types of calls:
  - (a) Calling cards;
  - (b) Third number billing;
  - (c) Collect calls;
  - (d) Operator assistance;
  - (e) Information;
  - (f) Ability to dial 911;

- (g) 1-800 calls;
- (h) 1-900 calls.

### **Value Add**

E7.110 Item No. **238** is a Value Add service.

### **End of Contract Buy-out Price for On-Premise Equipment**

E7.111 Item No. **239** is an End of Contract Buy-out Price for On-Premise Equipment.

### **Billing System**

E7.112 The Contractor's electronic billing system shall provide a data output that can be directly input into the City of Winnipeg's internal financial management system.

E7.113 Appendix E provides basic functionality requirements.

### **Repair and Maintenance**

E7.114 The system shall be available 24 hour a day, 7 days a week, and 365 days per year. The system shall consist of components (hardware and software) that are highly reliable for the duration of the Contract and be designed to provide dependable techniques and procedures for prevention of element failure and rapid recovery of element failure during the course of the Contract.

E7.115 The system shall allow for updating and backup of subscribers' profiles and configuration data.

E7.116 The Contractor shall detect system failures; and shall provide service restoration.

E7.117 The repair staff sent to site shall be familiar with the City of Winnipeg system to ensure issues can be resolved quickly and effectively. Staff shall be certified on the equipment they are working on and have security clearances as identified in Appendix A.

E7.118 The Contractor shall repair and maintain all hardware provided to the City of Winnipeg, either directly or indirectly while hardware is covered by a warranty.

E7.119 The Contractor shall provide a same day replacement of all defective subscriber devices. The replacement data device should be the same brand and model where possible.

E7.120 The Contractor shall be responsible for all repair and replacement transactions, including shipping and handling.

E7.121 The Contractor shall provide a detailed billing summary invoice to the user and Contract Administrator or designate along with the repair of all subscriber device.

E7.122 The Contractor shall advise the Contract Administrator or designate of all phones sent for repair and the estimated time of repair.

E7.123 When returning repaired subscriber devices, the Contractor shall provide a detailed billing summary invoice to the User and Contract Administrator.

E7.124 The Contractor shall follow the City's change management process when making any maintenance changes that may impact service.

### **Service Level Agreement**

E7.125 The City of Winnipeg ("City") and the Contractor will have a service level agreement to define Land Line service level objectives for the purpose of evaluating ongoing Land line service performance. The Contractor and the City agree to review the service level performance at monthly service review meetings and identify areas of service improvement based on the

defined service level objectives set out in this document. The Contractor and the City will work cooperatively to improve any areas of service performance identified through this process.

- E7.126 The Contractor shall follow the City's change management process (CAB process) see Appendix D when making any maintenance changes that may impact voice or data services.
- E7.127 The Service Level Agreement shall apply to all City departments.
- E7.128 The Service Level Agreement is applicable for 365 days per year, 7 days per week and 24 hours per day.
- E7.129 Notwithstanding availability of other systems required to place calls, physical phone handsets must maintain power for a minimum of thirty (30) minutes without main AC power.
- E7.130 The Contractor shall provide one central contact telephone number for the City's staff to report incidents of service outages or degradation of service.
- E7.131 The Contractor shall provide the City with an escalation contact list to be used when high priority service levels are nearing breach or have been breached.
- E7.132 The City will require a minimum of two (2) weeks advanced notice for "planned outages". Where two (2) weeks advance notice is not possible due to the urgency of the work. The Contractor shall seek approval from the Contract Administrator for an exception to the required notice prior to any changes taking place.
- E7.133 The business hours within which changes shall be permitted will be 0000h to 0600h Monday-Thursday. Exceptions will be reviewed by both parties and no change will occur until both parties are in agreement of the scheduled time and date the outage will occur.
- E7.134 The Contractor shall ensure that any unresolved service issues caused by any such outages will be identified as high priority and escalated to the appropriate service group for immediate response.
- E7.135 The Contractor shall report problems which may affect multiple Users to the Contract Administrator or designate immediately upon detection.
- E7.136 Written documentation from the Contractor as to "problem resolution" must be received within seventy-two (72) hours from detection or notification.
- E7.137 The Contractor must contact the City to provide updates every two hours until the problem has been resolved.
- E7.138 For each percent (rounded to the nearest 1/100%) that system-wide downtime exceeds 0.1% per month, the total monthly rate shall be decreased (at the discretion of the City) by 10%.

For example: 3 system-wide outages totaling 9.5 hours in January equates to 1.27% downtime based on 744 total hours, which exceeds the limit by 1.17%. 1.17 multiplied by 10% = 11.7% credit on January's overall bill.

## Implementation

- E7.139 The Contractor shall implement the Contract in an orderly manner with minimal disruption in service for telephone users being transferred from another network. The Contractor shall complete the following:
- (a) If there is a need to assign new phone numbers, the City will require at least thirty (30) Calendar Days prior to activation for each telephone user being transferred from another network.
  - (b) Meet with a representative from the City's Corporate Finance Department and the Contract Administrator to establish correct billing addresses and billing formats for the required electronic billing format.

- (c) Provide educational sessions to departments or user groups as required on the efficient use of hardware and features.
- (d) Provide a bi-weekly progress report to the Contract Administrator detailing the transition process.

E7.140 At the Contractor Administrator's discretion, the Contractor shall provide a Project Manager who will be available onsite for the entire implementation period.

### **Administration**

- E7.141 The Contractor shall designate one (1) primary contact person and one (1) secondary/alternative contact. There shall be one point of contact that receives and coordinates all orders for additions, deletions, and changes, problem reporting and resolution of problems, and subsequent follow-up to confirm satisfactory resolution.
- E7.142 The Contractor shall provide a local Winnipeg telephone number and facsimile number, or a toll free telephone number and facsimile number for the contact person(s).
- E7.143 The Contractor shall prior to the commencement of work, identify the contact person(s) that would be assigned, their authority and responsibilities, and the systems and procedures currently in place and/or proposed to be provided to handle all transactions.
- E7.144 The Contractor shall not substantially alter or modify the authority and/or responsibilities of the designated contact person(s) without the prior written approval of the Contract Administrator.
- E7.145 The Contractor shall provide the Contract Administrator with written notice not less than seven (7) Calendar Days prior to reassigning or replacing the designated contact person(s).
- E7.146 The system should allow the option for the City to perform onsite programming for minor moves, adds and changes.

### **E8. CONTINUITY OF SUPPLY**

- E8.1 Bidders shall quote on equipment from manufacturers that are capable of ensuring continuity of supply for a minimum two-year period as well as supporting a minimum one-year warranty period.
- E8.2 On-premise landline equipment (telephones, networking components) must have a product procurement lifespan of no less than 12 months unless mutually agreed upon.
- E8.3 Bidders may offer more than one manufacturer in the Standard Product Line to ensure continuity of supply.

### **E9. ADDITIONS AND DELETIONS OF PRODUCTS**

- E9.1 Should the manufacturer unbeknownst to the Contractor, discontinue and/or upgrade the model(s) on the Contract, the Contractor shall notify the Contract Administrator of the change in writing.
- E9.2 The City understands the proposed hardware may become obsolete during the term of the Contract. The Contractor shall provide replacement product in accordance with D3.1.

### **E10. DELIVERY**

- E10.1 Goods shall be delivered within two (2) Business Days of the placing of an order, except where otherwise agreed upon at the time of ordering.
- E10.2 Goods including piece parts & accessories, shall be delivered on an "as-required" basis during the term of the Contract, f.o.b. destination, freight prepaid, to various locations within the City

and shall be delivered between 8:30 a.m. and 4:30 p.m. (unless otherwise specified at the time of order) Monday to Friday, except for Statutory Holidays.

- E10.3 The Contractor shall provide the option for same day delivery of Cell phones, Smart phones and wireless data devices if required. Normal delivery shall not exceed more than two (2) business days unless agreed upon by the Contract Administrator for special order product.
- E10.4 The Contractor shall have sufficient delivery capacity for goods, so that if goods were ordered in quantity (such as thirty units) that they would be delivered without undue delay. Should consistent delivery delays occur (as documented, and formally communicated by the City to the Contractor), the City reserves the right to cancel the order, and to acquire appropriate equivalent equipment from other sources, with the Contractor responsible for any cost increase due to the acquisition of the substitute equipment. The Contractor shall also be responsible for any additional delivery and related charges to bring in substitute goods.
- E10.5 The Contractor shall deliver the Goods in full to the destination(s) and at the times stated in the Contract.
- E10.6 Where the Contractor determines that the Goods will not be delivered in accordance with the terms of the Contract, the Contractor shall promptly notify the Contract Administrator in writing, and shall be responsible for any damages, costs or expense to the City in connection with the delay. The Contractor shall not be entitled to any increase in the Contract Price.
- E10.7 Unless otherwise provided for in the Contract, the Contractor shall pay all packaging, freight, insurance and other charges whatsoever, in connection with the supply and delivery of the Goods and the return of deficient Goods or Goods wrongly supplied.

## **E11. REJECTION OF GOODS**

- E11.1 Delivery of Goods to the City and any acknowledgement of receipt by the City, shall not be deemed to be confirmation by the City that the Goods are satisfactory in accordance with the Contract.
- E11.2 When the Goods are found to be defective or not in accordance with the Contract, the City may reject any or all of the Goods.
- E11.3 The City shall notify the Contractor within a reasonable period of time of the rejection of Goods and may direct that the rejected Goods be removed and either replaced or rectified by the Contractor at the Contractor's sole expense within such reasonable time that the City may direct.
- E11.4 Should the Contractor not remove, replace or rectify the rejected Goods within the period specified, by the Contract Administrator, the City shall be entitled to:
- (a) exercise a lien on the Goods to cover the costs, fees and expenses to the City associated with the Goods;
  - (b) sell the rejected Goods; or
  - (c) have the Goods returned, at the Contractor's expense, to the Contractor's premises, where the Contractor shall accept delivery of the rejected Goods.
- E11.5 Should the Contractor fail to deliver the Goods by the delivery date or rectify the rejected Goods or to deliver Goods in conformance with the Contract, the City:
- (a) shall have the right to purchase from another supplier substitute Goods of the kind and quality ordered; or
  - (b) may, where it is not possible or practicable to purchase substitute Goods of the kind and quality ordered from another Contractor, purchase Goods which in the opinion of the City are most suitable, even though such Goods may be of a superior kind and quality.

E11.6 All extra costs or expenses, incurred by the City, over and above the Contract Price, shall be a debt due from the Contractor to the City.

## APPENDIX A SECURITY CLEARANCE

### 1 SECURITY CLEARANCE FOR WORKING IN CITY LOCATIONS OTHER THAN POOLS, LIBRARIES, COMMUNITY CENTERS, WATER TREATMENT FACILITIES AND POLICE LOCATIONS

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

### 2 SECURITY CLEARANCE FOR WORKING IN POOLS, LIBRARIES AND COMMUNITY CENTERS

- 2.1 Each individual proposed to perform Work under the Contract shall be required to obtain a Criminal Record Search Certificate including a **Vulnerable Sector Screening** from the any of the following;
- 2.2 police service having jurisdiction at his/her place of residence; or
- 2.3 BackCheck, forms to be completed can be found on the website at: <http://www.backcheck.net/> ; or

- 2.4 Core of Commissionaires, forms to be completed can be found on the website at:  
<http://www.commissionaires.mb.ca/> .
- 2.5 The following is a link to information for obtaining the Criminal Record Search certificate from the City of Winnipeg Police Service.  
[http://winnipeg.ca/police/pr/info\\_request.stm#crim\\_record\\_search](http://winnipeg.ca/police/pr/info_request.stm#crim_record_search).
- 2.6 The Criminal Record Search shall include a Vulnerable Sector Screening. This can be obtained by following the link below [http://winnipeg.ca/police/pr/info\\_request.stm#crim\\_record\\_search](http://winnipeg.ca/police/pr/info_request.stm#crim_record_search).
- 2.7 Individuals will need to state in the form, that they may be working in City of Winnipeg pools, libraries and community centres;
- 2.8 The original Criminal Record Search Certificate (Form P-253) will be provided by the Winnipeg Police Service to the individual applicant. The original has a validation sticker from the Winnipeg Police Service in the top right hand corner. The applicant shall:
- 2.9 Provide the original Criminal Record Search Certificate (Form P-253) to the Contract Administrator.
- 2.10 Prior to the commencement of any Work, and during the term of the Contract if additional or replacement individuals are proposed to perform Work, the Contractor shall supply the Contract Administrator with a Criminal Record Search Certificate obtained not earlier than one (1) year prior to the Submission Deadline, or a certified true copy thereof, for each individual proposed to perform the Work.
- 2.11 Any individual for whom a Criminal Record Search Certificate is not provided, or for whom a Criminal Record Search Certificate indicates any convictions or pending charges related to property offences or crimes against another person, will not be permitted to perform any Work.
- 2.12 Any Criminal Record Search Certificate obtained thereby will be deemed valid for the duration of the Contract subject to a repeated records search as hereinafter specified.
- 2.13 Notwithstanding the foregoing, at any time during the term of the Contract, the City may, at its sole discretion and acting reasonably, require an updated criminal records search. Any individual who fails to provide a satisfactory Criminal Record Search Certificate as a result of a repeated criminal records search will not be permitted to continue to perform any Work.
- 2.14 Each individual proposed to perform Work in Pools, Libraries and Community Centers shall be required to obtain a Child Abuse Registry check from the Manitoba Child Abuse Registry.
- 2.15 Prior to the commencement of any Work specified in 2.1, and during the term of the Contract if additional or replacement individuals are proposed to perform Work, the Contractor shall supply the Contract Administrator with a satisfactory *Child Abuse Registry Self-Check – Information and Results* obtained not earlier than one (1) year prior to the Submission Deadline, or a certified true copy thereof, for each individual proposed to perform such Work.
- 2.16 Any individual for whom a Child Abuse Registry result is not provided, or for whom a Child Abuse Registry result indicates the subject is listed on the Manitoba Child Abuse Registry, will not be permitted to perform any Work specified in 2.1.
- 2.17 Any Child Abuse Registry result obtained thereby will be deemed valid for the duration of the Contract subject to a repeated Child Abuse Registry check as hereinafter specified.
- 2.18 Notwithstanding the foregoing, at any time during the term of the Contract, the City may, at its sole discretion and acting reasonably, require an updated Child Abuse Registry check. Any individual who fails to provide a satisfactory Child Abuse Registry result as a result of a repeated Child Abuse Registry check will not be permitted to continue to perform any Work specified in 2.1.

### **3 SECURITY CLEARANCE FOR WORKING IN WATER TREATMENT FACILITIES**

- 3.1 Each individual proposed to perform Work in Water Treatment Plants: shall be required to obtain a Criminal Record Search Certificate from BackCheck which shall include a Safety Verification Check. This is obtained from:
- (a) BackCheck, forms to be completed can be found on the website at: <http://www.backcheck.net/> .
- 3.2 Prior to the commencement of any Work specified in 3.1, and during the term of the Contract if additional or replacement individuals are proposed to perform Work, the Contractor shall supply the Contract Administrator with a Criminal Record Search Certificate obtained not earlier than one (1) year prior to the Submission Deadline, or a certified true copy thereof, for each individual proposed to perform such Work.
- 3.3 Any individual for whom a Criminal Record Search Certificate is not provided, or for whom a Criminal Record Search Certificate indicates any convictions or pending charges related to property offences or crimes against another person, will not be permitted to perform any Work specified in 4.8.
- 3.4 Any Criminal Record Search Certificate obtained thereby will be deemed valid for the duration of the Contract subject to a repeated records search as hereinafter specified.
- 3.5 Notwithstanding the foregoing, at any time during the term of the Contract, the City may, at its sole discretion and acting reasonably, require an updated criminal records search. Any individual who fails to provide a satisfactory Criminal Record Search Certificate as a result of a repeated criminal records search will not be permitted to continue to perform any Work specified in 3.1.
- 4 SECURITY CLEARANCE FOR WORKING IN WINNIPEG POLICE LOCATIONS**
- 4.1 The City will conduct a Level One Security Clearance Check, for any individual proposed to perform Work under the Contract at Winnipeg Police Service facilities.
- 4.2 The Contractor shall provide the Contract Administrator with a list of individuals proposed to perform Work under the Contract at Winnipeg Police Service facilities:
- (b) within five (5) Business Days of the Award of Contract; or
  - (e) in the case of additional or replacement individuals during the term of the Contract, at least thirty (30) Calendar Days before each individual is proposed to commence Work at Winnipeg Police Service facilities.
- 4.3 Each individual shall submit the required information and form to the Winnipeg Police Service Division 30 Clerk at Main Floor, 151 Princess Street:
- (c) A completed Form P-608: Security Clearance Check authorization form.
    - (i) Signature of Witness shall be signed by the contact person stated on Paragraph 3 of Form A: Bid.
  - (f) Identification - driver's license (with photo), birth certificate or social insurance number (SIN).
    - (i) Photocopies of the identification must be legible, signed as true copies and witnessed by the contact person stated on Paragraph 3 of Form A: Bid.
- 4.4 Any individual for whom a satisfactory Level One Security Clearance is not obtained will not be permitted to perform any Work within Winnipeg Police Service facilities.
- 4.5 Any satisfactory Security Clearance obtained thereby will be deemed valid for two (2) years from the date of clearance, subject to a repeated Security Clearance Check as hereinafter specified.
- (d) Each individual doing Work in a Winnipeg Police Service Facility shall provide photo identification upon entry, in order that their Level One security clearance can be verified.
- 4.6 Notwithstanding the foregoing, at any time during the term of the Contract, the City may, at its sole discretion and acting reasonably, require a further Security Clearance Check. Any individual

who fails to obtain a satisfactory Security Clearance Check as a result of a repeated Security Clearance Check will not be permitted to continue to perform Work under the Contract at Winnipeg Police Service Facilities.

- 4.7 Any individual who fails to obtain a satisfactory Security Clearance Check may request reconsideration by writing to:
- Winnipeg Police Service  
Division 30  
Service Security  
Attn: Service Security Officer  
151 Princess Street  
Winnipeg, Manitoba  
R3B 1L1
- 4.8 The City will conduct a Security Clearance Check, for any individual proposed to perform Work under the Contract at Winnipeg Police Service facilities.
- 4.9 The Contractor shall provide the Contract Administrator with a list of individuals proposed to perform Work under the Contract at Winnipeg Police Service facilities:
- (e) within five (5) Business Days of the Award of Contract; or
  - (g) in the case of additional or replacement individuals during the term of the Contract, at least thirty (30) Calendar Days before each individual is proposed to commence Work at Winnipeg Police Service facilities.
- 4.10 Each individual proposed to perform Work under the Contract at Winnipeg Police Service facilities shall provide:
- (f) A list of names (including maiden names), addresses, dates of birth, and telephone numbers of all immediate family members including stepbrothers, stepsisters, half-brothers and half-sisters, and their spouses, common-law spouses, boyfriends, girlfriends and their family members. The list should be typed in the following format:  

John James SMITH	Dob: 45 Aug 24 (father)
123 Anywhere Street	555-5555
Winnipeg, Manitoba	
  - (h) A list of names, addresses, dates of birth, and telephone numbers of four closest friends. Include information indicating when, where and how they met. The list should be typed in the following format:  

Joseph James SMITH	Dob: 46 Aug 4 (best friend)
789 Anywhere Street	555-5555
Winnipeg, Manitoba	
When they met:	
Where they met:	
How they met:	
  - (i) The name, title or position, and telephone number of the immediate supervisor.
  - (j) A list of every past address, including the dates of residence, the names of any persons with whom the residence was shared and the reason for moving.
  - (k) Identification - driver's license (with photo), birth certificate or social insurance number (SIN).
    - (i) Photocopies of the identification must be legible, signed as true copies and witnessed by the contact person stated on Paragraph 3 of Form A: Bid.
  - (l) A completed Form P-608: Security Clearance Check authorization form.
    - (i) Signature of Witness shall be signed by the contact person stated on Paragraph 3 Form A: Bid.

- 4.11 Each individual shall submit the required information and form to the Winnipeg Police Service Division 30 Clerk at Main Floor, 151 Princess Street:
- (g) within five (5) Business Days of the Award of Contract; or
  - (m) in the case of an additional or replacement individual during the term of the Contract, at least thirty (30) Calendar Days before the individual is proposed to commence Work at Winnipeg Police Service facilities.
- 4.12 Any individual for whom a satisfactory Level Two Security Clearance is not obtained will not be permitted to perform any Work within Winnipeg Police Service facilities.
- 4.13 Any satisfactory Security Clearance obtained thereby will be deemed valid for two (2) years from the date of clearance, subject to a repeated Security Clearance Check as hereinafter specified.
- (h) Each individual doing Work in a Winnipeg Police Service Facility shall provide photo identification upon entry, in order that their Level Two security clearance can be verified.
- 4.14 Notwithstanding the foregoing, at any time during the term of the Contract, the City may, at its sole discretion and acting reasonably, require a further Security Clearance Check. Any individual who fails to obtain a satisfactory Security Clearance Check as a result of a repeated Security Clearance Check will not be permitted to continue to perform Work under the Contract at Winnipeg Police Service Facilities.
- 4.15 Any individual who fails to obtain a satisfactory Security Clearance Check may request reconsideration by writing to:
- Winnipeg Police Service  
Division 30  
Service Security  
Attn: Service Security Officer  
151 Princess Street  
Winnipeg, Manitoba  
R3B 1L1



## APPENDIX B – SITE LOCATIONS AND QUANTITY OF LINES

LOCATION ADDRESS	QUANTITY
1 MIDLAND ST	7
10 ALLAN BLYE DR	3
10 DES MEURONS ST	7
10 FORT ST	3
100 ED SPENCER DR	18
100 FERRY RD	3
1001 MCGREGOR ST	2
1016 PALMERSTON AV	2
102 180 KING ST	1
1023 DUCHARME AV	1
1029 HENRY AV	1
105 MAYFAIR AV	1
1050 HENDERSON HWY	8
1056 STURGEON RD	1
1057 LOGAN AV	17
1057 ST MARY'S RD	2
1083 AUTUMNWOOD DR	2
1086 ST MARY'S RD	3
109 1/2 SELKIRK AV	1
109 1199 PACIFIC AV	2
109 JAMES AV	1
1095 CONCORDIA AV	1
1101 WABASHA ST	5
111 VICTORIA AV W	9
1111 WALL ST	3
1120 WAVERLEY ST	39
1121 WABASHA ST	2
1125 MAIN ST	1
1155 PACIFIC AV	165
1168 DAKOTA ST	9
1188 DAKOTA ST	1
1199 PACIFIC AV	222
12 BELL AV	1
120 BANNATYNE AV	1
1201 ARCHIBALD ST	3
1215 ARCHIBALD ST	7
1220 PACIFIC AV	16
1229 SPRINGFIELD RD	3
1268 MCCREARY RD	1

LOCATION ADDRESS	QUANTITY
1277 PACIFIC AV	9
130 ALLARD AV	10
131 PROVENCHER BLVD	11
1313 KENASTON BLVD	2
1350 PEMBINA HWY	29
1354 BORDER ST	3
136 ENFIELD CRES	1
1360 PEMBINA HWY	8
1377 CLARENCE AV	1
1400 HENDERSON HWY	5
1400 ROTHESAY ST	3
1410 LOGAN AV	1
1410 ROTHESAY ST	2
1415 BURROWS AV	1
1446 REGENT AV W	3
150 OSBORNE ST	3
1500 PLESSIS RD	7
1501 CHURCH AV	2
151 PRINCESS ST	366
1520 CORYDON AV	7
1520 JEFFERSON AV	1
1520 MAIN ST	6
1525 DAKOTA ST	2
1539 WAVERLEY ST	50
1541 WAVERLEY ST	1
155 JORDAN ST	1
1567 WAVERLEY ST	2
1570 ELGIN AV W	1
1600 SUMMIT RD	1
1614 NESS AV	1
1641 MANITOBA AV	1
165 GLEN MEADOW ST	1
165 LAKEWOOD BLVD	1
166 PORTAGE AV E	12
1665 ROTHESAY ST	3
1691 CORYDON AV	2
1700 PORTAGE AV	1
171 PRINCESS ST	1
1745 WYPER RD	1
1750 DUGALD RD	44
1780 TAYLOR AV	2

LOCATION ADDRESS	QUANTITY
180 KING ST	41
180 POPLAR AV	2
185 KING ST	244
185 TECUMSEH ST	2
1850 HEKLA AV	1
1867 SPRINGFIELD RD	5
1887 PACIFIC AV W	3
190 RIVER RD	2
190 RUPERT AV	1
1901 BRADY RD	8
1901 KING EDWARD ST	1
1910 PORTAGE AV	8
195 TECUMSEH ST	18
197 CARLTON ST	2
1970 WELLINGTON AV	1
198 KINGS DR	3
2 ANDERSON AV	1
2 FOWLER ST	1
2 SHERBROOK ST	1
20 WEST GATE	4
200 BERRY ST	2
200 ISABEL ST	6
200 PORTAGE AV	4
2021 MAIN ST	16
2050 NESS AV	1
2055 NESS AV	12
21 PONEIDA RD	1
210 266 GRAHAM AV	4
210 LYLE ST	26
211 BANNATYNE AV	33
215 TECUMSEH ST	11
2170 MAIN ST	5
219 PROVENCHER BLVD	1
2230 MAIN ST	84
2299 MAIN ST	1
230 266 GRAHAM AV	2
2300 MCPHILLIPS ST	1
2325 GRANT AV	1
233 MCKENZIE ST	1
234 DONALD ST	2
2340 PEMBINA HWY	1

LOCATION ADDRESS	QUANTITY
235 MCPHILLIPS ST	9
236 RIVER RD	2
246 CHURCHILL DR	1
2490 PORTAGE AV	2
25 POSEIDON BAY	21
251 DONALD ST	106
253 RIVER RD	1
2546 MCPHILLIPS ST	35
255 HAMILTON AV	1
2562 ASSINIBOINE CRES	1
26 OSBORNE ST	1
260 HARTFORD AV	27
27 SAGE CREEK BLVD	2
2724 PEMBINA HWY	9
2777 PORTAGE AV	1
2795 NESS AV	4
280 WILLIAM AV	31
288 PORTAGE AV	1
290 OSBORNE ST	1
294 BERTRAND ST	1
295 PRITCHARD AV	1
3 GREY ST	7
30 FORT ST	107
300 BOOTH DR	1
3001 NOTRE DAME AV	8
305 THIBAUT ST	1
31 30 FORT ST	6
311 ROSS AV	2
320 MOUNTAIN AV	1
320 WHYTEWOLD RD	2
321 GARRY ST	1
328 WHITTIER AV W	1
3332 PORTAGE AV	1
337 DES MEURONS ST	3
340 COCKBURN ST N	1
35 SUTHERLAND AV	1
360 136 MARKET AV	4
360 MAIN ST	2
360 MCPHILLIPS ST	53
361 HARGRAVE ST	17
365 JEFFERSON AV	9

LOCATION ADDRESS	QUANTITY
365 MAIN ST	1
365 MCIVOR AV	1
368 SOUTHPORT BLVD	2
369 FAIRLANE AV	1
369 LAGIMODIERE BLVD	1
3694 NESS AV	1
370 DALY ST N	1
377 DUFFERIN AV	1
380 WILLIAM AV	11
381 SHERBROOK ST	5
395 MAIN ST	186
395 OSBORNE ST	1
399 MULVEY AV E	2
4 MAZENOD RD	1
4 OAKGROVE BAY	1
40 MAYFAIR PL	1
40 MOSTYN PL	1
400 CUMBERLAND AV	1
400 SCURFIELD BLVD	1
401 PANDORA AV W	1
4027 PEMBINA HWY	1
409 MULVEY AV E	1
409 TACHE AV	1
41 BALMORAL ST	1
414 OSBORNE ST	44
418 OXBOW BEND RD	1
421 OSBORNE ST	177
43 WHITEHALL BLVD	1
430 LANGSIDE ST	9
44 BANGOR AV	2
4403 WAVERLEY RD	1
444 ADSUM DR	9
45 DE LA DIGUE AV	1
450 CHURCHILL DR	1
457 MAIN ST	142
46 MAIN ST	1
47 PORTSMOUTH BLVD	1
470 RUTLAND ST	1
472 NOTRE DAME AV	5
475 ANDERSON AV	1
489 LONDON ST	5

LOCATION ADDRESS	QUANTITY
495 PORTAGE AV	51
5 MAGER DR	1
500 NATHANIEL ST	1
500 SALTER ST	4
5000 ROBLIN BLVD	2
5006 ROBLIN BLVD	3
5014 DUGALD RD	2
5014 ROBLIN BLVD	6
5016 ROBLIN BLVD	1
510 KING ST	3
510 MAIN ST	413
52 2221 KING EDWARD ST	1
524 OSBORNE ST	10
525 AGNES ST	1
525 BANTING DR	2
535 OAKDALE DR	3
545 WATT ST	21
55 NASSAU ST N	1
55 PRINCESS ST	36
55 WATT ST	2
550 DALE BLVD	1
552 PLINGUET ST	59
565 WATT ST	4
57082 PR 207 RD 23E	72
575 LARSEN AV	2
59 LILY ST	1
590 PLINGUET ST	1
590 ST ANNE'S RD	1
598 PLINGUET ST	30
598 ST MARY'S RD	1
6 FERMOR AV	8
60 HURST WAY	1
600 ST MARY'S RD	1
601 AIKINS ST	4
603 REDWOOD AV	2
614 DES MEURONS ST	4
620 TYNE AV	2
625 OSBORNE ST	12
640 KIMBERLY AV	3
644 PARKDALE ST	14
646 LEILA AV	4

LOCATION ADDRESS	QUANTITY
65 ELLEN ST	11
65 GARRY ST	186
659 1/2 WELLINGTON AV	5
66 ALLARD AV	7
661 BANNING ST	1
679 CAMIEL SYS ST	1
685 DALHOUSIE DR	8
685 MINTO ST	1
700 ASSINIBOINE PARK DR	111
700 BAIRDMORE BLVD	1
700 WILLIAM AV	1
701 DAY ST	3
709 KEEWATIN ST	1
715 CATHCART ST	1
720 ALVERSTONE ST	1
726 FURBY ST	3
730 ABERDEEN AV	1
735 ASSINIBOINE PARK DR	8
735 NOTRE DAME AV	1
75 COLE AV	4
752 MCGEE ST	12
756 PEMBINA HWY	11
765 KEEWATIN ST	10
770 ROSS AV	26
7740 WILKES AV	24
780 MCGEE ST	1
781 CRESCENT DR	4
799 LILAC ST	3
799 LOGAN AV	2
80 SINCLAIR ST	2
800 RALEIGH ST	1
800 SOUTH DR	1
820 CHARLESWOOD RD	1
820 SHERBROOK ST	1
821 ELGIN AV	17
821 PRESTON AV	1
825 TACHE AV	3
83 30 FORT ST	9
845 SARGENT AV	8
849 RAVELSTON AV W	11
85 ARCHIBALD ST	1

LOCATION ADDRESS	QUANTITY
85 FRASER'S GROVE	1
850 EMPRESS ST	27
864 MARION ST	3
875 LAGIMODIERE BLVD	1
880 DALHOUSIE DR	3
880 TACHE AV	1
90 SINCLAIR ST	11
901 KIMBERLY AV	1
909 CONCORDIA AV	6
910 MAGINOT ST	1
95 BOURNAIS DR	2
955 COTTONWOOD RD	6
980 WINAKWA RD	1
99 CORNISH AV	1
99 KILLARNEY AV	1
999 SARGENT AV	21
BDGCONSERV 2355 CORYDON AV	1
CFB WHYTEWOLD RD	2
CRESCENT	1
HIGHLAND	1
NE 27112E	1
NW PEMBINA	1
PORTAGE AV	1
VARIOUS NON DESCRIPT	134
<b>Grand Total</b>	<b>4386</b>

## APPENDIX C – NETWORK SITES AND BANDWIDTH

Address	Site Description	Bandwidth
421 Osborne, 2nd Floor	Transit Garage	1 Gigabit
414 Osborne	Transit IT	1 Gigabit
1539 Waverly, 2nd Floor East Side	Public Works	1 Gigabit
700 Assiniboine Park Dr	Alternate data centre	1 Gigabit
510 Main, 7th floor	City Hall Administration Building	1 Gigabit
251 Donald, 3rd Floor	Millenium Library	1 Gigabit
210 Lyle	Police District 2 Station	1 Gigabit
524 Osborne	Arson Squad	1 Gigabit
850 Empress	Police Stores	1 Gigabit
25 Poseidon Bay	Pan Am Pool	1 Gigabit
1350 Pembina Hwy	Police District 6 Station	1 Gigabit
735 Assiniboine Park Dr	Public Works	1 Gigabit
999 Sargent, 2nd Floor	Sargent Park Recreation Complex	1 Gigabit
644 Parkdale Blvd	St. James Pool	1 Gigabit
2055 Ness	St James Civic Pool	1 Gigabit
381 Sherbrook	Sherbrook Pool	1 Gigabit
1567 Waverly	FPS Station No. 22	1 Gigabit
150 Osborne	FPS Station No. 4	1 Gigabit
845 Sargent, 2nd Floor	FPS Station No. 5	1 Gigabit
799 Lilac	FPS Station No. 13	1 Gigabit
65 Ellen	FPS Station No. 1	1 Gigabit
726 Furby St	FPS Station No. 31	1 Gigabit
2490 Portage	FPS Station No. 36	1 Gigabit
320 Whytewold Road	FPS Station No. 19	1 Gigabit
55 Princess, 2nd Floor	Police Vice Squad	1 Gigabit
1520 Corydon	River Heights Library	1 Gigabit
66 Allard	Westwood Library	1 Gigabit
130 Allard	Police Academy	1 Gigabit
1910 Portage	St. James - Assiniboia Library	1 Gigabit
999 Sargent	Cindy Klassen	1 Gigabit
625 Osborne	Osborne Library	1 Gigabit
380 William, 2nd floor	City Archives	1 Gigabit
495 Portage	Parking Tag Authority	1 Gigabit
752 McGee, 2nd Floor	Public Works Shops	1 Gigabit
472 Notre Dame	Police Stores	1 Gigabit
430 Langside	Magnus Eliason Recreation Centre	1 Gigabit
2795 Ness	Living Prairie Museum	1 Gigabit
288 Portage, rooftop hut	Radisson Hotel	1 Gigabit
151 Princess, 6th Floor	Public Safety Building	1 Gigabit
510 Main St.	Administration Building	1 Gigabit
457 Main	Confederation Building	1 Gigabit
395 Main	Hamilton Building	1 Gigabit

<b>Address</b>	<b>Site Description</b>	<b>Bandwidth</b>
65 Garry	PPD/Transit	1 Gigabit
1155/1199 Pacific	WW/PWD	1 Gigabit
360 McPhillips St	WW	1 Gigabit
1057 Logan	CMS Animal Services	1 Gigabit
765 Keewatin	Keewatin Library	1 Gigabit
251 Donald	Millenium Library	1 Gigabit
510 Main St	Administration Building	1 Gigabit
510 Main St	Council Building	1 Gigabit
151 Princess	Public Safety Building	1 Gigabit
185 King	Mandarin Building	1 Gigabit
180 King	Dynasty Building	1 Gigabit
1970 Wellington	WPS	100 Mbps
1750 Dugald Rd	WPS	10 Mbps
2321 Grant	New SW WPS station	10 Mbps
1446 Regent	WFPS	10 Mbps
2230 Main	WW	100 Mbps
55 Nassau	Transit	10 Mbps
1520 Main	Transit	10 Mbps
552 Plinguet	PWD	10 Mbps
1500 Plessis Rd	PWD	10 Mbps
2546 McPhillips St	WFPS	10 Mbps
195 Tecumseh	PWD/FMA	100 Mbps
317 Donald	EBB	100 Mbps
234 Donald	CSS 311	100 Mbps
756 Pembina Hwy	Clerks	10 Mbps
955 Cottonwood Drive	CMS Library	10 Mbps
100-131 Provencher Blvd	CMS Library	10 Mbps
6 Fermor Ave	CMS Library	10 Mbps
489 London	CMS Library	10 Mbps
111 Victoria Ave W	CMS Library	10 Mbps
1168 Dakota	CMS Library	10 Mbps
5014 Roblin Blvd	CMS Library	10 Mbps
20 West Gate	CMS Library	10 Mbps
1050 Henderson Hwy	CMS Library	10 Mbps
2724 Pembina Hwy	CMS Library	10 Mbps
500 Salter St	CMS Library	10 Mbps
365 Jefferson Ave	CMS Library	10 Mbps
66 Allard	CMS Library	10 Mbps
260 Hartford	WPS	10 Mbps
1120 Waverly	WWD	100 Mbps
3106 - 360 Main St	Transit	10 Mbps
1705 Portage Ave	WFPS	10 Mbps
640 Kimberley	WFPS	up to 2 Mbps
1665 Rothesay	WFPS	up to 2 Mbps
5000 Roblin Blvd	WFPS	up to 2 Mbps

<b>Address</b>	<b>Site Description</b>	<b>Bandwidth</b>
337 DesMeurons	WFPS	up to 2 Mbps
864 Marion	WFPS	up to 2 Mbps
603 Redwood	WFPS	up to 2 Mbps
1354 Border	WFPS	up to 2 Mbps
1501 Church	WFPS	up to 2 Mbps
10 Allen Blye	WFPS	up to 2 Mbps
1057 St. Mary's	WFPS	up to 2 Mbps
1083 Autumnwood	WFPS	up to 2 Mbps
1001 McGregor	WFPS	up to 2 Mbps
525 Banting	WFPS	up to 2 Mbps
880 Dalhousie	WFPS	up to 2 Mbps
701 Day	WFPS	up to 2 Mbps
1525 Dakota	WFPS	up to 2 Mbps
598 St. Mary's	WFPS	up to 2 Mbps
200 Berry	WFPS	up to 2 Mbps
55 Watt	WFPS	up to 2 Mbps
235 McPhillips St	WFPS	up to 2 Mbps
27 Sage Creek Blvd	WFPS	up to 2 Mbps
1780 Taylor	WFPS	up to 2 Mbps
444 Adsum Drive	Seven Oaks Pool	up to 2 Mbps
601 Aikins Street	St. John's Leisure Centre	up to 2 Mbps
1201 Archibald Street	East Area Parks	up to 2 Mbps
1215 Archibald Street	Bonivital Pool	up to 2 Mbps
1 Midland Street	North Area Parks	up to 2 Mbps
685 Dalhousie Drive	Margaret Grant Pool	up to 2 Mbps
909 Concordia Avenue	Elmwood/Kildonan Pool	up to 2 Mbps
1400 Rothesay Street	River East Arena	up to 2 Mbps
2021 Main Street	Kildonan Park, Parks & Protection	up to 2 Mbps
361 Hargrave Street	Housing Development Branch	up to 2 Mbps
200 Isabel Street	Freight House Leisure Centre	up to 2 Mbps
395 Main Street, 5th floor	Community Resource Centre	up to 2 Mbps
510 King Street	Turtle Island Neighborhood	up to 2 Mbps
90 Sinclair Street	North End Centennial Pool	up to 2 Mbps
1887 Pacific Avenue W	Eldon Ross Pool	up to 2 Mbps
3001 Notre Dame Avenue	Brookside Cemetery	up to 2 Mbps
825 Tache Avenue	East Area Parks	up to 2 Mbps
1101 Wabasha Street	Transcona Centennial Pool	up to 2 Mbps
2055 Ness Avenue	St. James Civic Centre	up to 2 Mbps
545 Watt Street	River E/Transcona Comm. Resource Ctr	up to 2 Mbps
565 Watt Street	New telework request	up to 2 Mbps
100 Ed Spencer Road	WWD - South End Treatment Plant	up to 2 Mbps
7740 Wilkes	WWD - West End Treatment Plant	up to 2 Mbps
2015 Main Street	PWD - Parks Maintenance Office	up to 2 Mbps
266 Graham	WPS - Cadet Office	up to 2 Mbps
190 River Road	St. Vital Park	up to 2 Mbps

<b>Address</b>	<b>Site Description</b>	<b>Bandwidth</b>
614 Des Meurons	St. Boniface Bilingual Centre	up to 2 Mbps
219 Provencher	PPD	up to 5 Mbps
5006 Roblin Blvd	Public Works	up to 5 Mbps
2170 Main St.	Public Works	up to 5 Mbps
7740 Wilkes	WWD	up to 5 Mbps
100 Ed Spence	WWD	up to 5 Mbps
1029 Henry	WWD	up to 5 Mbps
1901 Brady Road	WWD	up to 20 Mbps
198 King's Park Drive	PWD	up to 1 Mbps
875 Lagimodiere Blvd	WWD	up to 1 Mbps
60 Hurst Way	WWD	up to 1 Mbps
360 - 136 Market	WPS	up to 1 Mbps
1229 Springfield	PWD	up to 1 Mbps
75 Cole	PWD	up to 1 Mbps
646 Leila Ave	Clerks	up to 1 Mbps

## **APPENDIX D – CITY OF WINNIPEG CHANGE MANAGEMENT (CAB) PROCESS TEMPLATE**

**Change Advisory Board Agenda:**

**Change Requestor's Name:**

**Sponsoring Division Manager:**

**Change Record number:**

**Time and Date of change:**

Start:

End:

**Priority of Change (see below for descriptions and select one):**

**Alternate time/date(s) of change:**

Start:

End:

**Reason/requirement for the change:**

**Date/Time by which event calendar entry will be created communicating the change. The event form should be used to submit the event calendar entry (should be a MINIMUM of 2 full business days prior to planned change implementation):**

**Duration of the change (specify what is included in this timing such as any backouts, restores etc.):**

**Risk and Impact of implementing the change (who and what could be affected by the change):**

**Risk and Impact of not implementing the change (who and what could be affected by not implementing the change):**

**Change plans and order of execution:**

**Has this been successfully tested in a development or test environment?**

**Has this change been made in the past?**

**Discuss backout plans.**

**Is an outage required to implement the backout? (specify duration of outage if required)**

**Discuss services affected (7x16 & 7x24):**

**Has the customer(s)/stakeholder(s) been notified of this scheduled change? (please use the following link for a list of authorized stakeholders to notify of scheduled changes:**

<http://sharepoint/CSS/BTS/Shared%20Documents/Service%20Management/CAB/Departmental%20contacts%20for%20approving%20CAB.docx>

**Please list the customer(s)/stakeholder(s) that have been notified of this scheduled change.**

**Has the primary on-call group been notified of this scheduled change?**

**Change Priorities (P1, P2, P3, P4)**

**P1 – Critical (Emergency):** A critical (emergency) priority change request is considered to be imperative to the operational activities or functionality of the IT infrastructure of 7x16 & 7x24 services or the success of a project. It may have a detrimental impact to the department or project if not addressed within 72 hours. Impact is large enough to violate the 7 day communication window to the customer. Emergency CAB process initiated. Page sent out to the CAB members. Change to be implemented within 72 hours.

**P2 – High:** A high priority change request is considered to be essential to the operational activities or functionality of the IT infrastructure of 7x16 & 7x24 services or the success of a project. Impact is large enough to potentially violate the 7 day communication window to the customer. CAB approval is necessary. Change to be implemented greater than 3 business days.

**P3 – Medium:** A medium priority change request may or may not impact the operational activities or functionality of the IT infrastructure of 7x16 & 7x24 services or successful completion of a project. Standard 7 day communication window to the customer initiated. Change to be implemented greater than 7 business days. CAB approval is necessary.

**P4 – Low:** A low priority change request does not impact the operational activities or functionality of the IT infrastructure of 5x8, 7x16, & 7x24 due to the low risk/impact nature of the change. It may or may not impact the successful completion of a project. CAB approval is not necessary.

## **APPENDIX E – DATA OUTPUT REQUIREMENTS FOR INPUT CITY OF WINNIPEG FINANCIAL FEEDER**

The City of Winnipeg must be able to electronically download or receive files from the vendor that would contain enough information such that they can perform the following tasks:

- Display detail information and totals for each account
- Distribute all charges to appropriate department
- Post all entries to the General Ledger
- Create an invoice for payment