1. SPECIFICATIONS

General

* 1. Applicable Specifications
		1. These Specifications shall apply to the Work.
		2. The following are applicable to the Work:

|  |  |
| --- | --- |
| Specification No. | Specification Title |
| 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 |

* + 1. Bidders are reminded that requests for approval of substitutes as an approved equal or an approved alternative shall be made in accordance with B8.
	1. Goods
		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.
	2. General
		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.
		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)**.**
		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.
	3. Section A – Cellular Voice Only and Voice Data
		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.
		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.
		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.
		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.
		5. Approximately thirty-five percent (35%) of the users travel outside the city limits on City business or while on call.
		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.
		7. The City requires the ability to disconnect all of the cellular devices in any given year of the contract without penalty.
		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**

* + 1. The City currently owns all of its cellular devices - voice only and voice\data devices.
		2. 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.
		3. 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.
		4. 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.
		5. 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.
		6. Item No. **5** is Microsoft Windows© based smartphones. The Bidder shall provide at least one model from this family at $0 purchase price.
		7. 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.
		8. Item No. **7** is Android© based smartphones. The Bidder shall provide at least one model from this family at $0 purchase price.
		9. 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.
		10. 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.
		11. 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.
		12. 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.
		13. Billing for cellular hardware should be incorporated in and combined with the first subsequent air time billing for the cellular telephone.
		14. The Bidder shall provide new hardware for all Users at the start of the Contract.
		15. 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.
		16. The Contractor shall be able to supply Cellular voice only and voice\data devices on a short-term loan, rental or trial basis.
		17. The Contractor may supply hardware directly or indirectly through a related or associated company.
		18. 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.
		19. 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.
		20. 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.
		21. The Bidder shall, in his Proposal Submission, describe how training on cellular devices will be provided for both delivered and picked-up hardware.
		22. The Bidder shall have the ability to transfer data between cellular devices or offer an alternate resource.

**Accessories**

* + 1. Item No. **11** are carrying cases for each phone model. These may include hardened or protective styles.
		2. Item No. **12** are car chargers. These devices allow charging the cellular phone from a cigarette outlet commonly found in motor vehicles.
		3. 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.
		4. 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.
		5. 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.
		6. 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.
		7. 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.
		8. 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**

* + 1. 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.
		2. Cellular air time plans offered shall not require the payment of an activation fee nor system access fees.
		3. Cellular phones transferred from other networks (local number portability) shall not be at a cost to the City.
		4. Cellular air time plans offered shall allow seasonal user to activate and deactivate and/or alternate between plans at no cost to the City.
		5. Users who seasonally deactivate from the network should be able to reactivate with the same cellular telephone number.
		6. 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.
		7. 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.
		8. 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.
		9. 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.
		10. Item No. **19** is a monthly voice and data plan that provides unlimited voice calling and unlimited data usage.
		11. Item No. **20** is a monthly voice and data plan that provides 250 minutes of voice calling and 500Mb of data usage.
		12. Item No. **21** is a monthly voice and data plan that provides unlimited voice calling and 2 GB of data usage.
		13. Item No. **22** is a monthly voice and data plan that provides unlimited voice calling and a minimum of 6 GB+ of data usage.
		14. In all data plans, data refers to unlimited access to web browsing, social media, and email sites.

**Features**

* + 1. Item No. **23** is a voice mail feature. This feature allows callers to leave messages if the cell phone is not answered.
		2. 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
		3. 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.
		4. 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.
		5. 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.
		6. 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.
		7. 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.
		8. 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.
		9. 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.
		10. 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.
		11. 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.
		12. 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.
		13. 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.
		14. 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.
		15. 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.
		16. Item No. **38** is a monthly voice plan that provides unlimited voice calling.
		17. Item No. **39** is a monthly voice plan that provides 250 minutes of voice calling.
		18. 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.
		19. 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.
		20. 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**

* + 1. 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.
		2. 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.
		3. 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.
		4. 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.
		5. 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.
		6. 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.
		7. 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.
		8. 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.
		9. 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.
		10. 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.
		11. 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.
		12. 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.
		13. 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.
		14. 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.
		15. 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.
		16. 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**

* + 1. Item No. **69** is a Value Add service.

**Billing System**

* + 1. 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.
		2. Appendix E provides basic functionality requirements.

**Repair and Warranty**

* + 1. 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.
		2. 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.
		3. The Contractor shall be responsible for all repair and replacement transactions, including shipping and handling.
		4. The Contractor shall provide a detailed billing summary invoice to the User and Contract Administrator along with the repair of a cellular phone.
		5. The Contractor shall advise the Contract Administrator or designate of all phones sent for repair and the estimated time of repair.

**Service Level Agreement**

* + 1. 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.
		2. 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.
		3. The Service Level Agreement shall apply to all City departments.
		4. The Service Level Agreement is applicable for 365 days per year, 7 days per week and 24 hours per day.
		5. The Contractor shall provide one central contact telephone number for the City’s staff to report incidents of service outages or degradation of service.
		6. 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.
		7. 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.
		8. 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.
		9. 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.
		10. The Contractor shall report problems which may affect multiple Users to the Contract Administrator or designate immediately upon detection.
		11. Written documentation from the Contractor as to "problem resolution" must be received within seventy-two (72) hours from detection or notification.
		12. The Contractor must contact the City to provide updates every two hours until the problem has been resolved.
		13. 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**

* + 1. 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:
			1. 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.
			2. 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.
			3. Provide educational sessions to departments or User groups as required on the efficient use of hardware and cellular features.
			4. Provide a bi-weekly progress report to the Contract Administrator detailing the transition process.

**Administration**

* + 1. 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.
		2. 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).
		3. 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**

* + 1. 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.
		2. Additionally, wireless coverage for high speed data and telephone must be available within the following municipalities:
			1. Selkirk;
			2. Stonewall;
			3. Steinbach;
			4. Oakbank;
			5. Gimli;
			6. Morris;
			7. Grand Beach;
			8. Headingly;
			9. Portage La Prairie;
			10. Anola.
		3. Coverage shall also extend along all Manitoba Provincial Trunk Highways connecting each of the municipalities in E4.115 to the City of Winnipeg:
		4. 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.
		5. Coverage is defined as the ability to initiate and complete a thirty (30) second telephone call without dropping the connection.
		6. 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.
	1. Section B – Wireless – Data Only
		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.
		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.
		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.
		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.
		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**

* + 1. 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.
		2. 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.
		3. 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.
		4. 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.
		5. 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.
		6. 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.
		7. 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.
		8. 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.
		9. 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.
		10. 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.
		11. 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.
		12. 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.
		13. 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.
		14. 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.
		15. 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.
		16. 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**

* + 1. 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.
		2. Wireless Data air time plans offered shall not require the payment of an activation fee nor system access fees.
		3. Wireless data devices transferred from other networks (local number portability) shall not be at a cost to the City.
		4. 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.
		5. Users who seasonally deactivate from the network should be able to reactivate with the same cellular telephone number.
		6. Term plans that would normally extend beyond the actual Contract end date shall expire on the effective contract end date.
		7. 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.
		8. Item No. **85** is a monthly wireless data plan on a 2-G network that provides unlimited data usage.
		9. Item No. **86** is a monthly wireless data plan on a 2-G network that provides from 0 to 10 MB of data usage.
		10. Item No. **87** is a monthly wireless data plan on a 2-G network that provides from 10 MB to 2GB of data usage.
		11. 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.
		12. Item No. **89** is a monthly wireless data plan on a 3-G network that provides unlimited data usage.
		13. Item No. **90** is a monthly wireless data plan on a 3-G network that provides from 0 to 10 MB of data usage.
		14. Item No. **91** is a monthly wireless data plan on a 3-G network that provides from 10 MB to 2GB of data usage.
		15. 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.
		16. Item No. **93** is a monthly wireless data plan on a 4-G network that provides unlimited data usage.
		17. Item No. **94** is a monthly wireless data plan on a 4-G network that provides from 0 to 10 MB of data usage.
		18. Item No. **95** is a monthly wireless data plan on a 4-G network that provides from 10 MB to 2GB of data usage.
		19. 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**

* + 1. Item No. **97** is SMS or text messaging. This shall be priced on a per message basis or a monthly rate for unlimited usage.
		2. Item No. **98** is Alternative pricing Options. The Bidder should state alternatives to the price per minute plans.
		3. 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**

* + 1. 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.
		2. 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.
		3. 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.
		4. 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.
		5. 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.
		6. 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.
		7. 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.
		8. 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)**

* + 1. 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.
		2. 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.
		3. Item No. **110** is an alternative pricing option. The Bidder should provide alternative pricing models for Items No. 108 and 109 above.

**Accessories**

* + 1. The Contractor should make available any accessories for Items 70-73, 75-78 and 80-83 inclusive.
		2. 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**

* + 1. Item No. **112** is a Value Add proposition.

**Billing System**

* + 1. 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.
		2. Appendix E provides basic functionality requirements.

**Repair and Warranty**

* + 1. 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.
		2. 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.
		3. The Contractor shall be responsible for all repair and replacement transactions, including shipping and handling.
		4. 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.
		5. The Contractor shall advise the Contract Administrator or designate of all phones sent for repair and the estimated time of repair.
		6. 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.
		7. The Contractor shall follow the City’s change management process when making any maintenance changes that may impact data services.

**Service Level Agreement**

* + 1. 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.
		2. 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.
		3. The Service Level Agreement shall apply to all City departments.
		4. The Service Level Agreement is applicable for 365 days per year, 7 days per week and 24 hours per day.
		5. The Contractor shall provide one central contact telephone number for the City’s staff to report incidents of service outages or degradation of service.
		6. 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.
		7. 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.
		8. 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.
		9. 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.
		10. The Contractor shall report problems which may affect multiple Users to the Contract Administrator or designate immediately upon detection.
		11. Written documentation from the Contractor as to "problem resolution" must be received within seventy-two (72) hours from detection or notification.
		12. The Contractor must contact the City to provide updates every two hours until the problem has been resolved.
		13. 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**

* + 1. 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:
			1. 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.
			2. 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.
			3. Provide educational sessions to departments or user groups as required on the efficient use of hardware and cellular features.
			4. Provide a bi-weekly progress report to the Contract Administrator detailing the transition process.

**Administration**

* + 1. 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.
		2. 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).
		3. 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**

* + 1. 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.
		2. Additionally, wireless coverage for high speed data shall be available within the following municipalities:
			1. Selkirk;
			2. Stonewall;
			3. Steinbach;
			4. Oakbank;
			5. Gimli;
			6. Morris;
			7. Grand Beach;
			8. Headingly;
			9. Portage La Prairie;
			10. Anola.
		3. Coverage must also extend along all Manitoba Provincial Trunk Highways connecting each of the municipalities in E5.85 to the City of Winnipeg:
		4. 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.
		5. 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.
	1. Section C – Land Line Centrex / Analogue
		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.
		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.
		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.
		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.
		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.
		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.
		7. The City shall require individual billing to a dynamic number of organizational units (currently approximately 450 separate billing accounts).
		8. The system should allow the option for the City to perform onsite programming for minor moves, adds and changes.
		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.
		10. The system shall have the ability to connect to analog devices such as bells, ringers, answering machines, credit card readers.
		11. The system shall offer internal 4 or 5 digit dialing.
		12. The system shall provide private or direct inward dial numbers (D.I.D.’s) or the equivalent.
		13. The system shall have the option of multiple ring types (distinctive ringing).
		14. The system shall have the ability to connect to paging systems.
		15. Land Lines shall consist of but not be limited to:
			1. providing a solution for land line connectivity for approximately 4540 users;
			2. supply and delivery of telephones to various City departments on an as required basis;
			3. the provision of piece parts and accessories for telephone sets including but not limited to:
				1. handsets;
				2. receiver cords;
				3. ear pieces;
				4. line cords, etc;
			4. warranty and repair service for goods purchased under this Contract;
			5. 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;
			6. 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;
			7. errors in distribution on the part of the Contractor shall be corrected at no cost to the City (courier costs etc.).
		16. The Contractor shall provide, or arrange for the provision of, any software or hardware licenses necessary for full functionality of the system supplied.
		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.
		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**

* + 1. Monthly rate to include lines, voice mail, set rental or purchase price if applicable.
		2. 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.
		3. Item No. **114** is Additional Directory Number (ADN). Pricing shall be per month per line.
		4. Item No. **115** is Multiple appearance directory numbers (MADN). Pricing shall be per month per line.
		5. 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**

* + 1. 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:
			1. M8004;
			2. M5209;
			3. M5312;
			4. M5316;
			5. M522 add on modules;
			6. M9116;
			7. M9216;
			8. M9316;
			9. M9417;
			10. M6320;
			11. M480e;
			12. Unity\Vista;
			13. variety of one and two line cordless devices.
		2. 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.
		3. Item No. **119** is Hardware – Refurbished devices. The Bidder shall provide pricing to outright purchase refurbished sets listed as options in response.
		4. 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**

* + 1. 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.
		2. Item No. **121** is a voicemail feature.
		3. 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).
		4. Item No. **123** is Multiple greetings – The voice mail system shall allow the option to record multiple greetings such as regular daily greeting ad temporary absence greetings.
		5. The City shall be allowed to disconnect voice mail boxes or services with no penalty at any time during the Contract
		6. The system shall provide the option to do outbound notification.
		7. 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.
		8. 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.
		9. Item No. **125** is call display allowing the caller’s name to be displayed if presented.
		10. 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.
		11. Item No. **127** is Group intercom.
		12. 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.
		13. Item No. **129** is remote voicemail access which allows Users to access their voicemail box while in a remote location.
		14. Item No. **130** is call forward which allows you to redirect your phone to another number either internally or externally.
		15. 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.
		16. 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.
		17. Item No. **133** is last number redial.
		18. 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.
		19. Item No. **135** is Call Park allows a call to be parked and picked up at another work station.
		20. Item No. **136** is ring again notifies you when a called number which is busy becomes available.
		21. 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.
		22. 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).
		23. Item No. **139** is call transfer which gives the ability to transfer a call from one extension to another.
		24. Item No. **140** is the ability to dial and extension within City departments by entering a 4 or 5 digit extension number.
		25. Item No. **141** is the ability to have direct in dial numbers (D.I.D.’s).
		26. Item No. **142** is Paging which allows a specific group of extensions to be paged.
		27. Item No. **143** Transfer mailbox which allows more than one land line number to share the same mailbox.
		28. 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**

* + 1. Item No. **145** is Directory Assistance. Price to be per use.
		2. 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. Interalia). Price to be per month per service.
		3. 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**

* + 1. 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.
		2. 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.
		3. 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.
		4. 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.
		5. 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.
		6. Item No. **153** is Interactive voice response (IVR). Pricing shall be per month per service.
		7. 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.
		8. Item No. **155** is Music on hold. Pricing shall be per month per service.
		9. Item No. **156** is Customized recorded announcements are user changeable recorded announcements. Pricing shall be per month per service.
		10. 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.
		11. 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.
		12. Item No. **159** is Statistical Reporting system which allows customized and canned reports to be accessed for Call Centre statistics.
		13. Item No. **160** is Additional call centre charges. The Bidder shall supply any other Call Centre features or services.

**Accessories**

* + 1. 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).
		2. 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).
		3. 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.
		4. 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**

* + 1. 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:
		2. Item No. **165** is long distance calls placed from Winnipeg to another location within Manitoba. The rate provided shall be cost per minute.
		3. Item No. **166** is long distance calls placed from Winnipeg to other provinces within Canada. The rate provided shall be cost per minute.
		4. Item No. **167** is long distance calls placed from Winnipeg to the United States of America. The rate provided shall be cost per minute.
		5. 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.
		6. Item No. **169** Incoming toll free calls – price to be cost per minute.
		7. Item No. **170** Alternative pricing options applicable to Item No. 165 – 169 inclusive. Bidder shall provide any other pricing options available.
		8. The service shall require minimum effort to access long distance service (i.e. no prefixes or account codes).
		9. The service shall accommodate the following types of calls:
			1. Calling Cards;
			2. Third number billing;
			3. Collect Calls;
			4. Operator Assistance;
			5. Information;
			6. Ability to dial 911 with complete ANI/ALI;
			7. 1-800 Toll free calls;
			8. 1-900 calls.

**Value Add**

* + 1. Item No. **171** is a Value Add service.

**Billing System**

* + 1. 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.
		2. Appendix E provides basic functionality requirements.

**Repair and Warranty**

* + 1. 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.
		2. The system shall allow for updating and backup of subscribers’ profiles and configuration data.
		3. The Contractor shall detect system failures; and shall provide service restoration.
		4. 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.
		5. 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.
		6. 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.
		7. The Contractor shall be responsible for all repair and replacement transactions, including shipping and handling.
		8. 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.
		9. The Contractor shall advise the Contract Administrator or designate of all phones sent for repair and the estimated time of repair.
		10. When returning repaired subscriber devices, the Contractor shall provide a detailed billing summary invoice to the User and Contract Administrator.
		11. The Contractor shall follow the City’s change management process when making any maintenance changes that may impact services.

**Service Level Agreement**

* + 1. 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.
		2. 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.
		3. The Service Level Agreement shall apply to all City departments.
		4. The Service Level Agreement is applicable for 365 days per year, 7 days per week and 24 hours per day.
		5. The Contractor shall provide one central contact telephone number for the City’s staff to report incidents of service outages or degradation of service.
		6. 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.
		7. 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.
		8. 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.
		9. 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.
		10. The Contractor shall report problems which may affect multiple Users to the Contract Administrator or designate immediately upon detection.
		11. Written documentation from the Contractor as to "problem resolution" must be received within seventy-two (72) hours from detection or notification.
		12. The Contractor must contact the City to provide updates every two hours until the problem has been resolved.
		13. 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.

* + 1. At the Contractor Administrator’s discretion, the Bidder shall provide a Project Manager who will be available for the entire implementation period.

**Implementation**

* + 1. 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:
			1. 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.
			2. 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.
			3. Provide educational sessions to departments or user groups as required on the efficient use of hardware and CENTREX and analogue features.
			4. Provide a bi-weekly progress report to the Contract Administrator detailing the transition process.

**Administration**

* + 1. 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.
		2. 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).
		3. 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.
		4. 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.
		5. 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).
		6. The Contractor shall resolve user-specific problems (problems attributable to an individual user's telephone only) within one Business Day.
		7. The City will require individual billing to a dynamic number of organizational units (currently approximately 450 separate billing accounts).
	1. Section D – Land Line VOIP

**Background**

* + 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. Additional 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.
		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.
		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.
		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.
		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.
		6. The City has approximately 5600 network connections located near phone jacks.
		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.
		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.
		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.
		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.
		11. The proposed system shall be hosted by the Contractor.
		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.
		13. The City currently utilizes thirty (30) conference calling accounts.
		14. The City will require individual billing to a dynamic number of organizational units (currently approximately 450 separate billing accounts.
		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.
		16. The system shall encrypt all voice traffic in transit or stored.
		17. The system shall have the ability to connect to analog devices.
		18. The system shall offer internal 4 or 5 digit dialling.
		19. The system shall provide private or direct inward dial numbers or the equivalent.
		20. The system shall have the option of multiple ring types (distinctive ringing).
		21. The system shall be able to connect to outside bells and ringers.
		22. The system should allow the option for the City to perform onsite programming for minor moves, adds and changes.
		23. The system shall have the ability to connect to a paging system.
		24. The Contractor shall provide, or arrange for the provision of, any software or hardware licenses necessary for full functionality of the system supplied.
		25. The Contractor shall make available any new software releases or upgrades within ninety (90) days of its release, at the City’s discretion.
		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.
		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.
		28. The system shall have the ability to connect to analog devices such as bells, ringers, answering machines and credit card readers.
		29. The system shall offer internal 4 or 5 digit dialing.
		30. The system shall provide private or direct inward dial numbers (D.I.D.’s) or the equivalent.
		31. The system shall have the option of multiple ring types (distinctive ringing).
		32. The system shall have the ability to connect to paging systems.
		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.
		34. Errors in distribution on the part of the Contractor shall be corrected at no cost to the City (courier costs etc.).
		35. The Contractor shall provide, or arrange for the provision of, any software or hardware licenses necessary for full functionality of the system supplied.
		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.
		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**

* + 1. 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.
		2. Item No. **173** is a soft phone application for Windows© based computing devices. Pricing shall be per month per line.
		3. Item No. **174** is a soft phone application for smartphone devices. Pricing shall be per month per line.
		4. Item No. **175** is a basic single line phone set with no call display functionality.
		5. Item No. **176**. is a basic single line phone set with call display functionality.
		6. Item No. **177** is a basic multi-line phone set with call display functionality.
		7. Item No. **178** is a full featured “executive style” multi-line phone set.
		8. 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.
		9. Item No. **180** is Automatic Call Distribution (ACD) agent devices. This device is optional.
		10. 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.
		11. Item No. **182** is an Alternative pricing options applicable to Items 173 to 180. Bidder should provide any other pricing options available.
		12. 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**

* + 1. 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.
		2. 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.
		3. 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.
		4. Item No. **186** is Multiple greetings – The voice mail system shall allow the option to record multiple greetings such as regular daily greeting ad temporary absence greetings.
		5. Item No. **187** is the ability to view voice mails from email inbox.
		6. 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.
		7. Item No. **189** is call display allowing the caller’s name to be displayed if presented.
		8. 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.
		9. 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.
		10. 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.
		11. Item No. **193** is remote voicemail access which allows Users to access their voicemail box while in a remote location.
		12. Item No. **194** is the ability to dial phone numbers from Outlook contacts.
		13. Item No. **195** is the ability to send faxes from desktops.
		14. Item No. **196** is the instant messaging capability.
		15. 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.
		16. Item No. **198** is a record feature which allows either record on demand or continuous voice recording.
		17. Item No. **199** is Video conferencing from the desktop.
		18. Item No. **200** is call forward which allows you to redirect your phone to another number either internally or externally.
		19. 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.
		20. 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.
		21. Item No. **203** is last number redial.
		22. 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.
		23. Item No. **205** is call park which allows a call to be parked and picked up at another work station.
		24. Item No. **206** is ring again notifies you when a called number which is busy becomes available.
		25. 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.
		26. 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.
		27. Item No. **209** is call transfer which gives the ability to transfer a call from one extension to another.
		28. 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.
		29. Item No. **211** is the ability to dial internally using 4 or 5 digits.
		30. Item No. **212** is the ability to have direct in dial numbers (D.I.D.’s).
		31. Item No. **213** is a Paging which allows a specific group of extensions to be paged.
		32. Item No. **214** Transfer mailbox or similar feature which allows more than one land line number to share the same mailbox.
		33. 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.
		34. Item No. **216** is additional features the Bidder would offer as part of their solution
		35. The City requires the right to be allowed to disconnect voice mail boxes or services with no penalty at any time during the Contract
		36. 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**

* + 1. Item No. **217** is Directory Assistance. Price to be per use.
		2. 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.
		3. 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**

* + 1. 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.
		2. 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.
		3. 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.
		4. Item No. **223** is Interactive voice response (IVR). Pricing shall be per month per service.
		5. Item No. **224** is Music on hold. Pricing shall be per month per service.
		6. 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.
		7. Item No. **226** is Statistical Reporting system which allows customized and canned reports to be accessed for Call Centre statistics.
		8. Item No. **227** is Additional call centre charges. The Bidder shall supply any other Call Centre features or services.
		9. 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**

* + 1. Item No. **229** is Receiver cords: (6, 12, 25 foot lengths). These cords connect the telephone desk unit to the network connection point.).
		2. 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.
		3. 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**

* + 1. 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:
		2. Item No. **232** is long distance calls placed from Winnipeg to another location within Manitoba. The rate provided shall be price per minute.
		3. Item No. **233**is long distance calls placed from Winnipeg to other provinces within Canada. The rate provided shall be price per minute.
		4. Item No. **234** is long distance calls placed from Winnipeg to the United States of America. The rate provided shall be price per minute.
		5. 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.
		6. Item No. **236** Incoming toll free calls – price to be per minute.
		7. Item No. **237** Alternative pricing options applicable to Items 232 to 236. The Bidder shall provide any other pricing options available.
		8. The service shall require minimum effort to access long distance service (i.e. no prefixes or account codes).
		9. The service shall accommodate the following types of calls:
			1. Calling cards;
			2. Third number billing;
			3. Collect calls;
			4. Operator assistance;
			5. Information;
			6. Ability to dial 911;
			7. 1-800 calls;
			8. 1-900 calls.

**Value Add**

* + 1. Item No. **238** is a Value Add service.

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

* + 1. Item No. **239** is an End of Contract Buy-out Price for On-Premise Equipment.

**Billing System**

* + 1. 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.
		2. Appendix E provides basic functionality requirements.

**Repair and Maintenance**

* + 1. 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.
		2. The system shall allow for updating and backup of subscribers’ profiles and configuration data.
		3. The Contractor shall detect system failures; and shall provide service restoration.
		4. 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.
		5. 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.
		6. 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.
		7. The Contractor shall be responsible for all repair and replacement transactions, including shipping and handling.
		8. 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.
		9. The Contractor shall advise the Contract Administrator or designate of all phones sent for repair and the estimated time of repair.
		10. When returning repaired subscriber devices, the Contractor shall provide a detailed billing summary invoice to the User and Contract Administrator.
		11. The Contractor shall follow the City’s change management process when making any maintenance changes that may impact service.

**Service Level Agreement**

* + 1. 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.
		2. 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.
		3. The Service Level Agreement shall apply to all City departments.
		4. The Service Level Agreement is applicable for 365 days per year, 7 days per week and 24 hours per day.
		5. 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.
		6. The Contractor shall provide one central contact telephone number for the City’s staff to report incidents of service outages or degradation of service.
		7. 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.
		8. 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.
		9. 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.
		10. 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.
		11. The Contractor shall report problems which may affect multiple Users to the Contract Administrator or designate immediately upon detection.
		12. Written documentation from the Contractor as to "problem resolution" must be received within seventy-two (72) hours from detection or notification.
		13. The Contractor must contact the City to provide updates every two hours until the problem has been resolved.
		14. 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**

* + 1. 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:
			1. 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.
			2. 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.
			3. Provide educational sessions to departments or user groups as required on the efficient use of hardware and features.
			4. Provide a bi-weekly progress report to the Contract Administrator detailing the transition process.
		2. At the Contractor Administrator’s discretion, the Contractor shall provide a Project Manager who will be available onsite for the entire implementation period.

**Administration**

* + 1. 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.
		2. 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).
		3. 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.
		4. 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.
		5. 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).
		6. The system should allow the option for the City to perform onsite programming for minor moves, adds and changes.
	1. Conitinuity of Supply
		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.
		2. On-premise landline equipment (telephones, networking components) must have a product procurement lifespan of no less than 12 months unless mutually agreed upon.
		3. Bidders may offer more than one manufacturer in the Standard Product Line to ensure continuity of supply.
	2. Additions and Deletions of Products
		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.
		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.
	3. Delivery
		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.
		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.
		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.
		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.
		5. The Contractor shall deliver the Goods in full to the destination(s) and at the times stated in the Contract.
		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.
		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.
	4. Rejection of Goods
		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.
		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.
		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.
		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:
			1. exercise a lien on the Goods to cover the costs, fees and expenses to the City associated with the Goods;
			2. sell the rejected Goods; or
			3. have the Goods returned, at the Contractor’s expense, to the Contractor’s premises, where the Contractor shall accept delivery of the rejected Goods.
		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:
			1. shall have the right to purchase from another supplier substitute Goods of the kind and quality ordered; or
			2. 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.
		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.