



SUBMISSION DEADLINE: 4:00 P.M. WINNIPEG TIME, JANUARY 10, 2003

If your company name and address are not correctly shown below, please enter or correct it before submitting your Proposal.

Company Name

Address

**BUYER: CATHERINE GREEN /mf
TELEPHONE NO. (204) 986-2126**

You are invited to submit a proposal for:

PROVISION OF TELEPHONE SYSTEMS INFRASTRUCTURE, RELATED EQUIPMENT AND SYSTEMS

in accordance with the Instructions to Offerers attached.

This Request for Proposal includes:

- Request for Proposal- **25 pages;**
- Appendix A - Summary of Billing Codes and Departments – **13 pages;**
- Appendix B - Summary of Voice Mail Boxes by Billing Code and Location – **73 pages;**
- Appendix C - Summary of Long Distance – **4 pages;**
- Appendix D - Detailed Equipment List by Billing Code and Location – **304 pages;**
- Appendix E – Summary of Building Locations of the City’s Fibre
Distribution and Network Access Speeds – **5 pages;**
- Appendix F – Switches and Routers by Location – **1 page.**

THE PROPOSAL SUBMISSION MUST INCLUDE THIS PAGE (COMPLETED AND SIGNED)

Contact Person: (print) _____

Telephone Number: _____

Facsimile Number: _____

The Offerer hereby offers to perform the Work in accordance with the Contract for the price(s), in Canadian funds, set out in this Proposal.

The Offerer agrees that the Request for Proposal in its entirety shall be deemed to be incorporated in and to form a part of this offer notwithstanding that not all parts thereof are necessarily attached to or accompany this Proposal.

The Offerer certifies that the following addenda have been received and agrees that they shall be deemed to form a part of the Contract.

- No. 1
- No. 2
- No. 3
- No. 4

This offer shall be open for acceptance, binding and irrevocable for a period of one hundred and twenty (120) days following the Submission Deadline.

Signature: _____

RETURN TO:

**THE CITY OF WINNIPEG 746-2002
CORPORATE FINANCE DEPARTMENT
MATERIALS MANAGEMENT DIVISION
185 KING ST MAIN FLOOR
WINNIPEG MB R3B 1J1**

INSTRUCTIONS TO OFFERERS

1. PURPOSE

- 1.1 The purpose of this Request for Proposal is to invite Proposals from qualified Offerers for the provision of telephone systems infrastructure, related equipment and systems.

2. DEFINITIONS

2.1 When used in this Request for Proposal:

- (a) **"Business Day"** means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
- (b) **"Buyer"** means the person authorized to represent the City in respect of the Request for Proposal;
- (c) **"Calendar Day"** means the period from one midnight to the following midnight;
- (d) **"Contract"** means the combined documents consisting of the Request for Proposal package and any documents and drawings referred to and incorporated therein together with any submissions required to be made by the Contractor after award, and all amendments to the foregoing;
- (e) **"Contract Administrator"** means the person authorized to represent the City in respect of the Contract and is identified at the time of award of the Contract;
- (f) **"Contractor"** means the person undertaking the performance of the Work under the terms of the Contract;
- (g) **"may"** indicates an allowable action or feature which will not be evaluated;
- (h) **"must"** or **"shall"** indicates a mandatory requirement which will be evaluated on a pass/fail basis;
- (i) **"Offerer"** means any person submitting a Proposal for the Work. If a Proposal is submitted jointly by two or more persons, the word "Offerer" shall mean each and all persons, and the undertakings, covenants and obligations of such joint Offerers in the Proposal and the Contract, when awarded, shall be both joint and several;
- (j) **"Proposal"** means the offer contained in the Proposal Submission;
- (k) **"should"** indicates a desirable action or feature which will be evaluated on a relative scale;
- (l) **"Site"** means the lands and other places on, under, in or through which the Work is to be performed;
- (m) **"User"** means a person, department or other administrative unit of the City authorized by the Contract Administrator to order Work under this Contract;
- (n) **"Work"** means the carrying out and the doing of all things, whether of a temporary or permanent nature, that are to be done by the Contractor pursuant to the Contract and, without limiting the generality of the foregoing, includes the furnishing of all equipment, facilities, material, labour and services necessary for or incidental to the fulfilment of the requirements of the Contract;
- (o) **"Working Day"** means any Calendar Day, other than a Saturday, Sunday or a Statutory or Civic Holiday, on which the Contract Administrator determines atmospheric and Site conditions are such that the Contractor is able to work at least seven (7) hours.

2.2 Further to 2.1(b), the Buyer is:

CATHERINE GREEN
(204) 986-2126

2.3 Further to 2.1(m) and Appendix A to this RFQ, listing intended Users, is provided for the convenience of the Offerer only. The City reserves the right to add or delete Users.

3. SCOPE OF WORK

3.1 The Work to be done shall consist of the provision, implementation (including a smooth migration from the existing service) and maintenance of:

- (a) Section A – Centrex 5 or telephone system providing similar features for the City's various departments, services and facilities;
- (b) Section B – voice mail system capable of integration with the telephone system; and

(c) Section C – long distance service capable of integration with the carrier.

3.2 The City will consider the following types of contractual arrangements:

- (a) Section A – a lease-to own arrangement for the infrastructure or a fixed term rental agreement for the infrastructure, or a service provision agreement;
- (b) Section B – a lease to own arrangement for the infrastructure, a fixed term rental agreement for the infrastructure, or a service provision agreement;
- (c) Section C - a service provision agreement;

3.3 All Work of the contract shall be operational effective November 30, 2003.

3.4 Please note that this RFP excludes the City Emergency 911 system and associated Fire Paramedic Dispatch system.

4. BACKGROUND

4.1 The following is provided for the information of Offerers:

- (a) The City of Winnipeg is a single tier municipality that provides municipal services to the citizens of Winnipeg. Municipal services provided include police, fire, ambulance, public works, health and social services, urban planning, parks and recreation, library and other government operations. The provision of municipal services is currently provided by seventeen distinct departments that are spread out over two hundred locations in the City of Winnipeg. An overview of the City of Winnipeg including departmental functions can be found in the City of Winnipeg Home Page at www.city.winnipeg.mb.ca. It is imperative that the City has in place a reliable telephone systems infrastructure, complete with all necessary related equipment and systems.
- (b) The City currently uses a Digital Meridian Centrex 5 system (DMS100 switch) to facilitate communications within the organization provided under a service provision agreement by Manitoba Telecom Services (MTS).
- (c) Currently all Centrex in-building wiring is under the ownership and control of MTS.
- (d) The City's Centrex System currently has assigned to it 3,814 single lines and 803 multi-lines (PSET) with 459 additional directory numbers and 117 visual appearance numbers attached. These lines employ the full range of standard Centrex programming features, including ring again, call transfer, call forward, call hold, call park, last number re-dial, call waiting, and call trace. Enhanced Centrex features including calling line identification and name identification are also available to the City. 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 36 NCOS groups assigned to the City. (See Appendix D – Detailed Equipment List by Billing Code and Location)
- (e) In addition to the Centrex lines, the City also utilizes 357 touch-tone lines. Some of these sets have the capability to perform Centrex like programming functions such as call forward, ring again, etc.
- (f) The City employs two types of queuing systems to assist in customer service call centre applications; 25 Uniform Call Distribution Queues, and 23 Automatic Call Distribution Queues with 176 agents assigned to the ACD queues. The ACD queues are supported by a Perimeter Technologies reporting system which provides dynamic information on all aspects of the queues and also allows for customer modification of queue structures. The City also has customized day recording messages associated with five of the queues.
- (g) The City currently uses the Message Manager voice messaging service (Octel) from Manitoba Telecom Services. The City leases 2,232 voice mailboxes, 52 transfer mailboxes, 97 Enhanced Call Processing Auto Attendant mailboxes, and Information Manager Listen Only mailboxes as a part of the message manager service. (See Appendix B – Summary of Voice Mail Boxes by Billing Code and Location)
- (h) Local Area Network standard products include Microsoft Office (Microsoft Outlook), Novell NetWare, Windows 2000 and Windows NT. Other computer platforms include Sun workstations, DEC computers, and a mainframe system (Amdahl). There are various disk and tape systems that are connected to the computer devices.
- (i) The City is currently using Exchange version 5.5.
- (j) The Outlook versions in use are versions 2000 and 2002.
- (k) The City has an extensive fibre optic network connecting various facilities. The City utilizes category 5 cabling in most of its buildings. (See Appendix E – Summary of Building Locations of the City's Fibre Distribution and Network Access Speeds and Appendix F – Switches and Routers by Location)

- (l) The City's backbone network uses Cisco routers for communications over its fibre optic and wide area networks. Most of the local area networks are switched Ethernet using Cisco Catalyst switches to connect approximately 4,500 PCs to the City's backbone network. (See Appendix E – Summary of Building Locations of the City's Fibre Distribution and Network Access Speeds and Appendix F – Switches and Routers by Location)
- (m) The City averages 11,626 long distance calls per month with an average duration per call of 2.96 minutes. Over a twenty-four (24) month period, 90.67% of all calls were to locations in Canada, 8.97% of calls were to locations in the United States, and .36% of calls were to locations other than Canada or the United States. Within Canada, 45.4% of all long distance calls were to locations in Manitoba, 24.7% were to locations in Ontario, and 3.9% were to locations in Saskatchewan. The remainder of the long distance calls were distributed to the rest of Canada with the majority of the calls going to Alberta and British Columbia. (See Appendix C – Summary of Long Distance)
- (n) The City currently receives one electronic invoice detailed to 457 organization units (see Appendix A – Summary of Billing Codes and Departments)

5. INVESTIGATING THE WORK

- 5.1 The Offerer shall familiarize himself/herself with the location, extent and purpose of the Work and shall determine for himself/herself the actual conditions and requirements of the Work.
- 5.3 Arrangements to view any Site at which Work is proposed to be performed may be made by contacting:
Mr. Leo Boiteau
(204) 986-6040

6. DURATION OF CONTRACT

- 6.1 The Contract shall be for the period five (5) years from the date of award, expiring November 30, 2008.

7. ASSIGNMENT

- 7.1 The Contractor shall not assign the Contract or any payment there under without the prior written approval of the City.

8. SUBCONTRACTING

- 8.1 The Contractor shall not subcontract any portion of the Work to any person not identified as a Subcontractor in the Proposal without the prior written approval of the Contract Administrator.
- 8.2 If the Offerer proposes to subcontract any portion of the Work, he/she must submit a complete list of the proposed Subcontractors with the Proposal.
- 8.3 Where no Subcontractors are identified, it will be interpreted that the Offerer proposes to perform the Work with his/her own forces.
- 8.4 The fact that the Contractor is permitted to subcontract any portion of the Work as aforesaid shall not, however, relieve him of any responsibility for the proper commencement, execution and completion of the Work. The Contractor shall be fully responsible for each Subcontractor and his/her work and acts, and shall, either in person or through an accredited agent, receive all notices, communications, orders, instructions or legal service as if he/she were performing the Work with his/her own forces.

9. INSURANCE

- 9.1 The Contractor shall provide and maintain the following insurance coverage:
 - (a) commercial general liability insurance, in the amount of at least two million dollars (\$2,000,000.00) all inclusive, with The City of Winnipeg being added as an additional insured, with a cross-liability clause, such liability policy to also contain a contractual liability, an unlicensed motor vehicle liability and a products and

completed operations endorsement to remain in place at all times during the performance of the Work and throughout the warranty period;

- (b) automobile liability insurance for owned and non-owned automobiles used for or in connection with the Work in the amount of at least two million dollars (\$2,000,000.00) at all times during the performance of the Work and until the date of Total Performance;

9.2 Deductibles shall be borne by the Contractor.

9.3 The Contractor shall provide the Contract Administrator with a certified true copy or a certificate of insurance of each policy at least two (2) Business Days prior to the commencement of any Work on the Site but in no event later than seven (7) Calendar Days from notification of the award of Contract.

9.4 The Contractor shall not cancel, materially alter, or cause each policy to lapse without providing at least fifteen (15) Calendar Days prior written notice to the Contract Administrator.

10. WORKERS COMPENSATION

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

11. CONFIDENTIALITY AND OWNERSHIP OF INFORMATION

11.1 Information provided to an Offerer by the City or acquired by an Offerer by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator. To the extent permitted, the City shall treat all proposals as confidential.

11.2 The Offerer shall not make any statement of fact or opinion regarding any aspect of the Request for Proposals to the media or any member of the public without the prior written authorization of the Contract Administrator.

11.3 Information provided to the Contractor by the City or acquired by the Contractor during the course of the Work is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator.

11.4 The Contract, all deliverables produced or developed, and information provided to or acquired by the Contractor are the property of the City. The Contractor shall not disclose or appropriate to its own use, or to the use of any third party, all or any part thereof without the prior written consent of the Contract Administrator.

11.5 The Contractor shall not make any statement of fact or opinion regarding any aspect of the Contract to the media or any member of the public without the prior written authorization of the Contract Administrator.

12. SECURITY CLEARANCE

12.1 Each person proposed to perform Work under the Contract within City facilities shall be required to obtain a security clearance by the police service having jurisdiction at his/her place of residence.

12.2 Prior to the commencement of any Work, and during the term of the Contract if additional or replacement persons are proposed to perform Work, the Contractor shall supply the Contract Administrator with a written security clearance, obtained not earlier than one (1) year prior to the Submission Deadline, or a certified true copy thereof for each person proposed to perform Work within City facilities.

12.3 No person for whom a security clearance is not provided, or who has any convictions or pending charges related to property offences or crimes against another person will be permitted to perform any Work within City facilities

12.4 Any security clearance obtained thereby will be deemed valid for the duration of the Contract subject to a repeated records search as hereinafter specified.

12.5 The City may, at its sole discretion, require a records search at any time during the term of the Contract. Any person who fails to obtain security clearance as a result of a repeated records search shall not be permitted to continue to perform Work under the Contract.

13. INDEMNITY

- 13.1 The Contractor shall save harmless and indemnify the City for twice the contract price plus two million dollars, unless specifically stated otherwise in the contract documents, against all costs, damages or expenses arising from actions, claims, demands and proceedings, by whomsoever brought, made or taken as a result of acts or omissions of the Contractor, his/her Subcontractors, employees or agents in the performance or purported performance of the Work, and more particularly from:
- (a) accidental injury to or death of any person whether retained by or in the employ of the Contractor or not, arising directly or indirectly by reason of the performance of the Work, or by reason of any trespass on or damage to property;
 - (b) damage to any property owned in whole or in part by the City, or which the City by duty or custom is obliged, directly or indirectly, in any way or to any degree, to construct, repair or maintain;
 - (c) damage to, or trespass or encroachment upon, property owned by persons other than the City;
 - (d) failure to pay and obtain a discharge of a notice of claim for lien served upon the City in accordance with the requirements of The Builders' Liens Act;
 - (e) failure to pay a workers compensation assessment, or federal or provincial taxes;
 - (f) unauthorized use of any design, device, material or process covered by letters patent, copyright, trademark or trade name in connection with the Work;
 - (g) inaccuracies in any information provided to the City by the Contractor.
- 13.2 The City has the right, acting reasonably and upon notice to the Contractor, to settle any such action, proceeding, claim or demand and charge the Contractor with the amount so paid or to be paid in effecting a settlement.
- 13.3 The Contractor shall pay to the City the value of all legal fees and disbursements required to settle any such claim or to defend the City against any such claim, action, proceeding, claim or demand notwithstanding that the settlement or defence of the said action, proceeding, claim or demand was undertaken on behalf of the City by a salaried employee of the City.
- 13.4 If the Contractor fails to make any payment required to be made to the City hereunder, the City shall be entitled to deduct the amount of such payment from any payment required to be made by the City to the Contractor under the Contract or take whatever other remedies against the Contractor that the City may have at law.

14. CHANGES IN WORK

- 14.1 The City shall have the right to order a Change in Work at any time after award of the Contract.
- (a) Changes in Work may include, but not be limited to:
 - (i) the enhancement of existing products, new technology, and the use of City owned network facilities.
- 14.2 If, at any time after award of the Contract, the Contractor is of the opinion that a Change in Work is necessary to accomplish the result intended by the Contract or if the Contractor considers it desirable that a Change in Work be approved, he shall promptly provide notice thereof to the Contract Administrator, including:
- (a) the reason for the proposed Change in Work;
 - (b) a detailed description of the proposed Change in Work;
 - (c) the Contractor's proposed method(s) to determine the adjustment, if any, in Contract Price.
- 14.3 The Contract Administrator shall determine whether a Change in Work is necessary or desirable and whether a corresponding adjustment to the Contract price is required.

15. CONTRACTOR'S RIGHT TO APPEAL

- 15.1 If the Contractor disagrees with a determination or order of the Contract Administrator he may, within seven (7) Calendar Days after receiving notice of the Contract Administrator's determination or order, notify the Chief Administrative Officer of the City of his/her contention with respect thereto and request a determination thereon from the Chief Administrative Officer.
- 15.2 If the Contractor disagrees with the Chief Administrative Officer's determination he/she may request that the dispute be referred to arbitration in accordance with Clause 19, Arbitration, by providing notice to the Chief Administrative Officer within seven (7) Calendar Days after receiving notice of the Chief Administrative Officer's determination.
- 15.3 If the Contractor neglects or fails to observe fully and faithfully the above conditions, he/she shall be deemed to have accepted the Contract Administrator's determination and to have waived any said claim, at law or otherwise.

16. ARBITRATION

Requests for Arbitration

- 16.1 If, at any time before the termination of the Contract, any dispute, difference or question shall arise between the City and the Contractor regarding the Work, then every such dispute, difference or question may, with the consent of both the City Solicitor, on behalf of the City, and the Contractor, be referred to arbitration.
- 16.2 The party desiring arbitration (the "Requesting Party") shall request the consent of the other party (the "Other Party") to refer a particular dispute, difference or question to arbitration.
- 16.3 The Other Party shall reply to the request within seven (7) Calendar Days of receiving same.

Referral to a Single Arbitrator

- 16.4 If the Other Party has consented to arbitration, the Requesting Party shall nominate an arbitrator (the "Requesting Party's Nominee") within seven (7) Calendar Days of receiving the reply. The Other Party shall have seven (7) Calendar Days after receiving notice of the nomination to accept or reject the Requesting Party's Nominee.
- 16.5 If the Other Party accepts the Requesting Party's Nominee, the dispute, difference or question shall be promptly referred to him or her.

Referral to a Panel of Arbitrators

- 16.6 If the Other Party rejects the Requesting Party's Nominee, it shall, within seven (7) Calendar Days of rejection, appoint its own arbitrator.
- 16.7 The Requesting Party shall, within seven (7) Calendar Days of receiving the Other Party's rejection, appoint its own arbitrator.
- 16.8 The arbitrators appointed under Clause 21.6 and Clause 21.7 shall, within seven (7) Calendar Days of the date on which the last of them was appointed, appoint a third arbitrator (the "Panel Chair") who will act as chair of the arbitration panel.

General

- 16.9 The Arbitration Act (Manitoba) or any successor legislation thereto shall apply to the arbitration in all respects except as expressly otherwise provided in this document.
- 16.10 The single arbitrator or the Panel Chair, as the case may be, shall determine the procedure to be followed in the arbitration, which shall be consistent with The Arbitration Act (Manitoba) or any successor legislation thereto.
- 16.11 Where the matter proceeds with a single arbitrator, each party shall be responsible for its own legal expenses, expenses to produce expert evidence or other expenses voluntarily incurred, and for an equal share of the fees and expenses of the single arbitrator and of any other expenses related to the arbitration.
- 16.12 Where the matter proceeds with an arbitration panel, each party shall be responsible for its own legal expenses, expenses to produce expert evidence or other expenses voluntarily incurred, for the fees and expenses of the

arbitrator appointed by it, and for an equal share of the fees and expenses of the Panel Chair and of any other expenses related to the arbitration.

17. EVENTS OF DEFAULT

- 17.1 An event of default will be deemed to have occurred if the Contractor:
- (a) abandons the Work; or
 - (b) is adjudged bankrupt or files for bankruptcy, becomes insolvent, makes a general assignment for the benefit of his/her creditors, or has a receiver or liquidator appointed in respect of his/her assets; or
 - (c) in the judgment of the Contract Administrator, is not performing or has not been performing the Work, or any part thereof, in a sound and workmanlike manner and in all respects in strict conformity with the Contract; or
 - (d) in the judgment of the Contract Administrator, is not progressing continuously with the Work or any part thereof, and in such a manner as to ensure the completion of the Work or any part thereof, in accordance with the work schedule; or
 - (e) fails to remedy any defective or deficient Work, or to remove any defective or deficient goods; or
 - (f) fails to remedy defects or deficiencies during the warranty period in the manner and within the time periods specified by the Contract Administrator; or
 - (g) fails to make prompt payment to his/her Subcontractors, his/her employees or on account of the purchase or rental of equipment or material; or
 - (h) fails to promptly secure a discharge of a lien or trust claim served upon the City pursuant to The Builders' Liens Act; or
 - (i) fails to comply with any laws, by-laws or statutory regulations; or
 - (j) fails to provide competent supervision for the Work; or
 - (k) fails to submit any schedules, documents or information required by the Contract; or
 - (l) refuses or neglects to comply with an order given by the Contract Administrator; or
 - (m) commits any other breach of the Contract.
- 17.2 Any provision of the Contract may be waived only by express waiver in writing by the Contract Administrator. No express waiver of any provision shall imply the waiver of any other provision.
- 17.3 If an event of default has occurred, the City may do any one or more of the following:
- (a) withhold or retain the whole or part of any payment;
 - (b) take the whole of the Work, or any part or parts thereof out of the hands of the Contractor;
 - (c) demand payment for any amount owed to the City.
- 17.4 The duties and obligations imposed upon the Contractor by the Contract and the rights and remedies available to the City hereunder shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed upon the Contractor or available to the City at law.
- ## **18. DISCREPANCIES**
- 18.1 If the Offerer finds discrepancies or omissions in the Request for Proposal or any part thereof, or is unsure of the meaning or intent thereof, he/she shall notify the Buyer.
- 18.2 The Buyer will, if he/she deems it necessary, issue addenda to all Offerers.
- 18.3 The Offerer is advised to direct all enquiries or comments to the Buyer at least five (5) Business Days prior to the Submission Deadline to allow time for the preparation and distribution of necessary addenda.

19. ADDENDA

- 19.1 The Buyer may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the Request for Proposal, or clarifying the meaning or intent of any provision therein.
- 19.2 The Buyer will issue each addendum to all Offerers by:
- (a) mail, courier or facsimile transmission (fax) to the usual business address of the Offerer as shown in the records of the Materials Management Division; and/or
 - (b) publication at the Materials Management Division's Bid Opportunities internet website at <http://www.city.winnipeg.mb.ca/matmgt/bidopp.stm>.
- 19.3 The Offerer is responsible for ensuring that he/she has received all addenda and shall acknowledge receipt of each addendum on the Request for Proposal cover page. Failure to acknowledge receipt of an addendum may render a Proposal non-responsive.
- 19.3.1 The Offerer is advised to check the Materials Management Division's Bid Opportunities internet website for addenda shortly before submitting his/her Proposal.

20. PROPOSALS

- 20.1 Proposals must be in writing and must include as a minimum:
- (a) the Request for Proposal cover page completed with:
 - (i) the name and address of the Offerer;
 - (ii) the name and telephone number of a contact person authorized to represent the Offerer for the purposes of the Proposal;
 - (iii) the signature of a person or persons who have the authority to sign for the Offerer;
 - (b) responses to each clause of the Specifications which require a response (see Clause 29 of the Specifications);
 - (c) a clear description of the equipment offered, service and support staff and Subcontractors proposed;
 - (d) a schedule of prices for all equipment, software and services necessary to meet the mandatory requirements of the specifications;
 - (e) a list of currently operating installations complete with the type of system installed, number of years/months in use, a contact person name, telephone number and fax number for equipment being used in similar applications;
 - (f) descriptive literature and/or information demonstrating conformance to the specifications.

21. SUBMISSION OF PROPOSALS

- 21.1 The Proposal must be submitted enclosed and sealed in an envelope clearly marked with the RFP Number and the Offerer's name and address. The Offerer is requested to submit **one (1) original and three (3) copies** of the Proposal.
- 21.2 The Proposal must be submitted to the Materials Management Division at the address specified no later than the Submission Deadline.
- 21.3 Proposals received after the Submission Deadline will not be considered.
- 21.4 Proposals will not be opened or acknowledged publicly. The City will acknowledge receipt of each Proposal by written notice to the address of the Offerer as indicated in the Proposal.

22. WITHDRAWAL OF PROPOSALS

- 22.1 The Offerer may withdraw his/her Proposal without penalty at any time prior to the Submission Deadline.
- 22.2 The Proposal shall be open for acceptance, binding and irrevocable for the period of time specified on the cover page. An Offerer who withdraws his/her Proposal after the Submission Deadline but before his/her Proposal has

been released or has lapsed shall be liable for such damages as are imposed upon the Offerer by law and subject to such sanctions as the City considers appropriate in the circumstances.

23. INTERVIEWS

23.1 The Contract Administrator may, at his/her sole discretion, interview Offerers during the evaluation process.

24. NEGOTIATIONS

24.1 The City reserves the right to negotiate details of the Contract with Offerers.

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

24.3 If, in the course of negotiations pursuant to 24.2 or otherwise, the Offerer amends or modifies a Proposal after the Submission Deadline, the City may consider any amended Proposal as an alternative to the Proposal as originally submitted without releasing the Offerer from the Proposal as originally submitted.

25. EVALUATION OF PROPOSALS

25.1 Award of this Contract will be based on the following evaluation criteria:

| | |
|---|------------|
| (a) conformance with mandatory requirements | pass/fail; |
| (b) qualifications of the Offerer | 15%; |
| (c) functionality of system | 20%; |
| (d) support services | 15%; |
| (e) schedule of work | 15%; |
| (f) total contract cost | 35%. |

Conformance With Mandatory Requirements

25.2 Further to 25.1(a), the City may reject a Proposal as being non-responsive if the Proposal is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The City may reject all or any part of any Proposal or waive technical requirements if the interests of the City so require.

Qualifications of the Offerer

25.3 Further to 25.1(b), the City may reject any Proposal submitted by an Offerer who does not demonstrate, in his/her Proposal, in other information required to be submitted, during interviews or in the course of reference checks, that he/she is responsible and qualified. A responsible and qualified Offerer is one that meets the qualifications specified and is not suspended, debarred or in default under any contract with the City.

25.4 The Offerer shall:

- (a) submit, within two (2) Business Days of a request by the Buyer, proof satisfactory to the Buyer of the qualifications of the Offerer and of any proposed Subcontractor including:
 - (i) proof that he/she is incorporated or otherwise authorized to do business in Manitoba;
 - (ii) proof that he/she is financially capable of carrying out the terms of the Contract;
 - (iii) proof that he/she has successfully carried out works similar in scope and value, or is fully capable of performing the Work required to be done in accordance with the terms of the Contract;
 - (iv) such other pertinent data as may be required by the Buyer;
- (b) provide, on the request of the Buyer, full access to any of the Offerer's equipment and facilities to confirm, to the Buyer's satisfaction, that the Offerer's equipment and facilities are adequate to perform the Work.

Functionality of System

25.5 Further to 25.1(c), functionality of system will be evaluated considering the Offerer's Proposal, in particular the required responses to the clauses of the Specifications, or in other information required to be submitted.

Support Services

- 25.6 Further to 25.1(d), support services will be evaluated considering the Offerer's Proposal, in particular the required responses to the clauses of the Specifications, or in other information required to be submitted. In addition, during the evaluation, the City may, at its option, visit sites of previous installations of the Offerer that are similar in scope and magnitude will be evaluated considering the Offerer's Proposal or in other information required to be submitted.

Schedule of Work

- 25.7 Further to 22.1(e), schedule of work will be evaluated considering the Offerer's Proposal, in particular the required responses to the clauses of the Specifications, or in other information required to be submitted. Minimum length of time to implement and minimal disruption of existing services will be a primary consideration.

Total Contract Cost

- 25.8 Further to 25.1(f), total contract cost will be evaluated considering total life cycle cost to the City, based on information provided in the Offerer's Proposal, in dollars and staff time.

26. ALTERNATIVES

- 26.1 This Contract may be awarded as a whole or separately in sections as identified in 3.1.
- 26.2 The Offerer may, but is not required to, submit offers for all sections.
- 26.3 The City shall not be obligated to award any section to the responsible and qualified Offerer whose Proposal is determined to be the most advantageous to the City for that section and shall have the right to choose the alternative which is in its best interests. If the Offerer has not submitted offers for all sections, he/she shall have no claim against the City if his/her partial offer is rejected in favour of an award of the Contract on the basis of a section for which he/she has not submitted an offer.

27. AWARD OF CONTRACT

- 27.1 The City shall not be obligated to award a Contract to an Offerer, even though one or all of the Offerers are determined to be responsible and qualified, and the Proposals are determined to be responsive.
- 27.2 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Offerer whose Proposal is determined to be the most advantageous to the City.
- 27.3 The City will give notice of the award of Contract by way of a Letter of Intent or will give notice that no award will be made.
- 27.4 The Request for Proposal, including but not limited to the Specifications, Drawings and addenda, and the Contractor's Proposal shall be deemed to be incorporated in and to form a part of the Contract notwithstanding that they are not necessarily attached to or accompany said notice.
- 27.5 The name of the successful Offerer and the Contract amount will be made available, upon request, to Offerers only after award of Contract.

SPECIFICATIONS

28. GENERAL

28.1 These Specifications shall be applicable to the Work and shall take precedence over the Instructions to Offerers.

29. RESPONSE INSTRUCTIONS

29.1 Further to the Instructions to Offerers, some or all of the clauses of these Specifications require a response by the Offerer:

- (a) in the area, marked by brackets, provided below the clause; and
- (b) on a form in the Proposal Submission; or
- (c) in an attachment to be included in the Proposal Submission.

29.2 The Offerer shall respond to each clause of the Specifications, marked by brackets below the clause, using the codes below:

| <u>Response Code</u> | <u>Definition</u> |
|----------------------|---|
| C | Proposed equipment or service complies with requirement. |
| X | Proposed equipment or service does not comply with requirement. |
| A | The Offerer is proposing an alternative. |

29.3 If the Offerer responds to any specification using response code A, he shall describe the alternative and the way in which it would meet the City's needs.

29.4 In addition, where more information is required, the actions or responses required by the Offerer are indicated by an asterisk (*) to the left of the instruction. If possible, the Offerer should insert the response directly below the instruction. If the Offerer responds by providing an attachment to his Proposal Submission, the attachment must reference the clause number of the relevant Specification. The Offerer is requested to reiterate the clause itself in the attachment.

29.5 For the convenience of the Offerers a disc is provided.

29.6 Failure to respond to a clause of the Specifications which requires a response will be interpreted as response code X (Proposed equipment or service does not comply with requirement).

30. SECTION A - TELEPHONE SYSTEM (CENTREX 5 OR SIMILARLY FEATURED SYSTEM)

General

30.1 The system shall provide not less than forty (40) user definable network classes of service to subscribers. Examples of network class of service include, but are not limited to, toll denied, restricted outgoing, local only, paging, etc.

[]

* Describe the available classes of service.

30.2 The system shall initially accommodate a minimum of 6,000 subscribers and must be capable of accommodating 8,000 subscribers.

[]

* Specify the proposed initial capacity, provisions (including costs and any incremental limitations) for expansion or reduction. Specify any minimum charges. If a shared system is proposed, indicate priority of service available to the City for ongoing and emergency uses.

30.3 The system shall function with the City's existing telephone sets and wiring, or the proposal shall provide for the replacement or modification of all existing sets or wiring necessary to function.

[]

* If replacement or modification is required, provide a detailed proposal therefor. Specify if any proprietary hardware, software or communications protocols are used.

30.4 Currently all Centrex in-building wiring is under the ownership and control of MTS. If the proposal requires use of this wiring, the Contractor shall make arrangements, satisfactory to the Contract Administrator, to obtain either ownership or a right of use, or transfer ownership to the City. In any case, the Contractor shall provide new installations, maintenance and repair as may be required during the term of the Contract.

[]

* Provide a detailed proposal therefore.

Functions

30.5 The system should allow for four digit dialing on internal calls. This function will have a relatively high affect on rating.

[]

30.6 The system shall provide direct inward dialing.

[]

30.7 The system shall provide distinctive ringing. Examples of applied usage include internal and external calls, ring again, etc.

[]

30.8 The system shall be capable of providing the following programming features:

- (a) Transfer
- (b) Consultation Hold
- (c) Conference
- (d) Call Hold
- (e) Ring Again
- (f) Call Park
- (g) Call Forward
- (h) Call Forward - Did Not Answer
- (i) Call Forward - Busy
- (j) Call Pickup
- (k) Directed Call Pickup
- (l) Call Waiting
- (m) Call Trace
- (n) Calling Line and Name Identification
- (o) Last Number Redial
- (p) Automatic Line

- (q) Hunting
- (r) Auto Dial
- (s) Speed Call
- (t) Intercom
- (u) Special Dial Tones for Programming Functions
- (v) Confirmation Dial Tones

[]

30.9 The system shall allow access to either City owned or Contractor supplied paging systems, or both at the City's option.

[]

30.10 The system shall include basic and advanced call distribution of incoming calls over a group of stations. This service should allow for generic and/or customized message and/or music on hold.

[]

30.11 The system shall allow for interface with recording devices to monitor and record calls on telephone sets.

[]

30.12 The system shall be capable of adding peripheral equipment such as answering machines, modems, PC dialing programs, credit card readers, loud ringers, etc.

[]

Software

30.13 The system should provide industry standard application programming interfaces.

[]

* Describe the application programming interfaces currently supported and plans for future interfaces.

30.14 The system should integrate with the City's stand-alone PC and LAN software products including Novell Netware, Windows 2000, and Windows NT.

[]

* Describe in detail the degree of integration currently provided and plans for future integration.

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

[]

* If the proposed system requires software and/or hardware licenses, provide detailed information and pricing for any licensing that may be required for use or maintenance of their system, or any component thereof.

30.16 The Contractor should make available any new software releases or upgrades within ninety (90) days of its release.

[]

Additions, Changes and Deletions

30.17 The Contractor shall provide all services necessary for the addition of, changes to, or deletion of telephone lines.

[]

* Describe in detail the procedures for Adds, Changes, and Deletes to telephone lines, including time frames to complete tasks, and any charges for work to be done, i.e., installations, programming changes, etc., and any assumptions made about City staff performing them.

30.18 The system shall provide the capability for the City to perform programming changes and modify subscriber profiles.

[]

* If the system conforms to this requirement, describe in detail the capability provided. If the system does not conform to this requirement, describe in detail, including all costs, how the Contractor will perform these services.

30.19 The system shall allow for backup of subscribers' profiles.

[]

Records & Reports

30.20 The system shall provide reports on the subscriber base.

[]

* Describe the types of reports available, including statistical data on systems such as Automatic Call Distribution queues, etc.

30.21 The Contractor (or system supplied) should establish and maintain system distribution lists, i.e., facilities information (line location).

[]

30.22 The Contractor (or system supplied) should monitor for possible security violations and report results to the City organization.

[]

* Describe how this service is provided.

Reliability

30.23 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 prevention of element failure and rapid recovery of element failure during the course of the Contract.

[]

* Provide representative availability statistics for the proposed system, including Mean Time Between Failure and Mean Time To Repair, based on an existing installation of similar nature and size. Provide the name, title and telephone number of a contact person who will provide a reference for the subject installation.

30.24 The system shall be available 24 hours a day, 7 days a week, 365 days a year.

[]

30.25 The Contractor shall plan all scheduled downtime outside the hours of 0700h and 1700h Winnipeg time Monday to Friday.

[]

30.26 The Contractor (or system supplied) shall, during the term of the Contract, provide availability statistics for the system, including Mean Time Between Failure and Mean Time To Repair.

[]

30.27 The Contractor (or system supplied) shall detect system or service failure and shall provide service restoration.

[]

* Describe response procedure and methods for system maintenance requirements, and detail current practices and costs for providing system maintenance to existing clients.

Instruction & Support

30.28 The Contractor shall provide instruction material for subscribers.

[]

* Provide sample material.

30.29 The Contractor should train subscribers on how to use the system.

[]

* Describe the content and method of training, class size(s) and the maximum number of people for whom training is offered. For costing purposes, the Offerer may assume that the City will provide facilities for the training.

30.30 The Contractor shall provide on-line support, advice and guidance to subscribers and system administrators who require assistance.

[]

* Describe what resources are available and what procedures are used to provide these services.

Schedule of Work

30.31 The system shall be operational on November 30, 2003.

[]

* Provide a Schedule of Work outlining the proposed implementation and indicating the number of Calendar Days from the date of award of Contract to reach each key stage of the Work. Upon award of the Contract, the Contractor shall be bound to this schedule unless he receives prior written approval from the Contract Administrator to alter the schedule.

Other Information

30.32 The City recognizes that the Specifications do not necessarily address all aspects of a telephone system.

* Provide any additional information that would be relevant to the City (e.g., levels of service during civic emergencies such as the flood of 1997, planned future enhancements, etc.). The City will evaluate such information to the extent that the evaluation criteria permit.

30.33 The City will not consider payment of any charges, except those imposed, by a regulatory authority having jurisdiction, after the Submission Deadline, unless they are identified and quantified in the Proposal.

- * Identify any costs which may be tarified by the CRTC or other regulatory agency. Clearly identify any Proposal conditioned upon a regulatory agency's rulings and identify any anticipated effect on prices. Disclose all applicable charges and costs payable by the City to the Contractor or to any regulatory authority.

31. SECTION B - VOICE MAIL SYSTEMS

General

31.1 The voice mail system must be capable of integrating with the telephone system. A voice messaging system is said to be integrated with a telephone switch when there is a communications and signalling path between the two devices. The signalling path allows the systems to interchange command information. Examples of integration features are a caller hearing the personal greeting of the person they dialed, and a message waiting indicator being activated for a particular telephone after a message has been recorded.

[]

31.2 The system shall initially accommodate a minimum of 2,500 subscribers and must be capable of accommodating 3,500 subscribers.

[]

31.3 The system shall have as a minimum:

- (a) a telephone greeting length of 20 seconds;
- (b) an incoming message length of 3 minutes;
- (c) an incoming message capacity of 25;
- (d) an incoming message retention time of 21 days for new messages and 14 days for archived messages.

[]

- * Provide detailed information on all options for telephone greeting length, incoming message length, incoming message capacity (25, 50, 75, 100, 100+) and incoming message retention times (one month, one year). If a shared system is proposed, indicate priority of service available to the City for ongoing and emergency uses.

31.4 The system shall provide enhanced call processing function.

[]

- * Describe the features of your system's enhanced call processing system. Please indicate all costs associated with ECP mailboxes and information only mailboxes, including increased call paths to accommodate large volumes of calls. Enhanced call processing mailboxes can be simples (one mailbox – information only), or as complicated as four levels deep with over twenty mailboxes. Standard call processing is three simultaneous calls and shall be expandable to allow potential increased traffic flow.

Functions

31.5 The system shall allow each subscriber to record a personal telephone greeting.

[]

31.6 The system should play a different telephone greeting when the called phone number is busy.

[]

- 31.7 The system shall transfer a caller to another telephone when the caller presses a specified touch tone key during the telephone greeting.
[]
- 31.8 The system shall receive a voice message that has been recorded by an outside caller and by another subscriber from another node.
[]
- 31.9 The system should allow a subscriber to create a facility for a non-subscriber to receive a message.
[]
- 31.10 The system shall provide a facility to notify a subscriber that a new message is waiting without the subscriber having to access their personal node.
[]
* Describe options for message waiting indication.
- 31.11 The system shall play and replay received messages.
[]
- 31.12 The system shall archive or file a message, which will be separate from messages already heard.
[]
- 31.13 The system shall indicate the time and date the message was received.
[]
- 31.14 The system should identify the telephone number of the calling party that recorded a message.
[]
- 31.15 The system should provide message playback controls, to play a message slower, faster, louder, softer, fast forward, rewind, etc.
[]
- 31.16 The system should allow a subscriber to review the contents of a message before it is automatically erased.
[]
- 31.17 The system shall be accessed by a subscriber from any touch tone telephone.
[]
- 31.18 The system shall prevent unauthorized access to a subscriber's messages and to audiotex message centres. The subscriber must have the ability to control access to their personal node (e.g., by a password which the

subscriber can change). Any usage, toll, or similar charges resulting from unauthorized access shall be assumed by the Contractor.

[]

31.19 The system shall guide subscribers on the use of the system through clear, concise, and understandable voice prompts that can be interrupted.

[]

31.20 The system should require minimum effort to perform functions (e.g., minimal key strokes, variable password length, quick keys).

[]

31.21 The system shall send a voice message to another subscriber or to a group of subscribers.

[]

31.22 The system shall allow a subscriber to define a group list of other subscribers and to send a new message quickly to the group.

[]

31.23 The system shall allow a subscriber to forward a voice message to another subscriber with a recorded introduction.

[]

31.24 The system should allow a subscriber to select a destination for a message by spelling the destination subscriber's name.

[]

31.25 The system should allow a subscriber to press a key to transfer to the telephone number of a calling party that left a message.

[]

31.26 The system should allow a system administrator to send a broadcast message that is heard by all subscribers.

[]

31.27 The system should integrate the voice messaging component with an interactive voice response application.

[]

* Describe how this integration is achieved.

31.28 The system shall have outbound notification to a paging device.

[]

31.29 The system shall identify the telephone number of the calling party that recorded a message where the number is made available by the telephone carrier.

[]

31.30 The system should have toll free access by a subscriber.

[]

* Describe the extent to which toll free access is available (ie, Canada, North America, etc.).

Software

31.31 The system should provide universal mailbox function combining FAX, electronic mail (Outlook), and voice messaging.

[]

* Describe in detail the degree of integration currently provided and plans for future integration.

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

[]

* If the proposed system requires software and/or hardware licenses, provide detailed information and pricing for any licensing that may be required for use or maintenance of their system, or any component thereof.

31.33 The Contractor should make available any new software releases or upgrades within ninety (90) days of its release.

[]

Additions, Changes and Deletions

31.34 The Contractor shall create nodes for new subscribers and set initial passwords, modify user profiles, and remove subscribers as required by the City by the next business day.

[]

* Describe in detail the procedures for these tasks and any charges for work to be done.

31.35 The system should provide a facility for the City to allocate new nodes and modify subscriber profiles.

[]

* Describe this service and include any associated costs.

31.36 The system should allow for backup of voice data and subscribers' profiles.

[]

* If the system conforms to this requirement, describe in detail the capability provided. If the system does not conform to this requirement, describe in detail, including all costs, how the Contractor will perform these services.

Records & Reports

31.37 The system should provide reports on the subscriber base, including a list of subscribers, the activity, and resource consumption by subscriber.

[]

31.38 The system should transfer administration information from the main hardware component for voice messaging to existing computer equipment at the City.

[]

31.39 The Contractor (or system supplied) should establish and maintain system distribution lists.

[]

Reliability

31.40 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.

[]

* Provide representative availability statistics for the proposed system, including Mean Time Between Failure and Mean Time To Repair, based on an existing installation of similar nature and size. Provide the name, title and telephone number of a contact person who will provide a reference for the subject installation.

31.41 The system should be available 24 hour a day, 7 days a week, 365 days per year.

[]

31.42 The Contractor shall accommodate all scheduled downtime during the hours outside the time period between 0700h and 1700h Winnipeg time, Monday to Friday.

[]

31.43 The Contractor shall supply information about scheduled outages to the City organization prior to the start of the outage.

[]

* Provide any current plans or schedules for outages.

31.44 The Contractor shall:

- (a) keep outage time below 6 hours for any given outage during Monday to Friday;
- (b) not exceed a total outage time of 12 hours in a calendar year during Monday to Friday;
- (c) keep outage time below 12 hours for any given outage during Saturday and Sunday; and
- (d) not exceed a total outage time of 36 hours in a calendar year during Saturday and Sunday.

[]

31.45 The Contractor shall, during the term of the Contract, provide availability statistics for the system, including Mean Time Between Failure and Mean Time To Repair.

[]

31.46 The Contractor (or system supplied) shall detect system or system failure; and shall provide service restoration.

[]

- * Describe response procedure and methods for system maintenance requirements, and detail current practices and costs for providing system maintenance to existing clients.

31.47 The Contractor (or system supplied) should monitor for possible security violations and report results to the Contract Administrator.

[]

Instructions & Training

31.48 The Contractor shall provide instruction material for subscribers.

[]

- * Provide sample instruction material.

31.49 The Contractor should train subscribers on how to use the system.

[]

- * Describe, the content and method of training, class size(s), and the maximum number of people for whom training is offered. For costing purposes, assume that the City will provide facilities for the training.

31.50 The Contractor shall provide on-line support, advice and guidance to subscribers and system administrators who require assistance.

[]

- * Describe what resources are available and what procedures are used to provide these services.

Schedule of Work

31.51 The system shall be operational on November 30, 2003.

- * Provide a Schedule of Work outlining the proposed implementation and indicating the number of Calendar Days from the date of award of Contract to reach each key stage of the Work. Upon award of the Contract, the Contractor shall be bound to this schedule unless he receives prior written approval from the Contract Administrator to alter the schedule.

Other Information

31.52 The City recognizes that the Specifications do not necessarily address all aspects of a voice mail system.

- * Provide any additional information that would be relevant to the City (e.g., levels of service during civic emergencies such as the flood of 1997, planned future enhancements, etc.). The City will evaluate such information to the extent that the evaluation criteria permit.

31.53 The City will not consider payment of any charges, except those imposed, by a regulatory authority having jurisdiction, after the Submission Deadline, unless they are identified and quantified in the Proposal.

- * Identify any costs which may be tarified by the CRTC or other regulatory agency. Clearly identify any Proposal conditioned upon a regulatory agency's rulings and identify any anticipated effect on prices. Disclose all applicable charges and costs payable by the City to the Contractor or to any regulatory authority.

32. SECTION C - LONG DISTANCE

General

32.1 Long Distance Telephone Service shall include long distance calls within the province of Manitoba, out-of-province calls, and international calls.

[]

* Specify any categories or types of long distance calls that are excluded from the proposed service.

32.2 Price plans should be simple.

[]

* Provide a complete detailed description of proposed price plan(s), including:

- (a) how they are structured;
- (b) rate guarantees and rate changes during the term of the Contract;
- (c) basic fees;
- (d) minimum charges;
- (e) time-of-day discounts;
- (f) volume discounts;
- (g) and all other related costs, such as installation, connection, disconnection, and restoration of telephone line equipment as it applies to long distance services.

32.3 The service should not require any minimum usage within a time period.

[]

* Specify any minimum required usage per subscriber or in aggregate for the City within any time period (e.g., monthly, annually).

32.4 The service should charge only for the actual duration of a call.

[]

* Specify any minimum call time charged per call, any billing increments (e.g., rounding up to next minute) and any minimum monthly charges.

Functions

32.5 The service should require minimum effort to access long distance service (e.g., minimal key strokes).

[]

* Describe how individual City subscribers will access long distance service.

32.6 The service should accommodate:

- (a) calling cards;
- (b) third number billing;
- (c) collect calls;
- (d) operator assistance information;
- (e) 1-8XX calls, toll free;
- (f) 1-9XX calls, toll free.

[]

* Describe how these types of long distance calls are handled.

Records & Reports

32.7 The service should provide reports on the subscriber base, including a list of subscribers, volume of long distance used and calling patterns by subscriber.

[]

- * Provide samples of management reports that would be available to the City and specify any charges that may apply.

32.8 The Contractor shall provide billing in a manner that accommodates the City's requirement to provide detailed billing to non-centralized individual users while facilitating payment to the Contractor by a centralized authority.

[]

- * Describe in detail available billing options, including availability and applicable charges, if any, for the following services:

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

Provide samples of each type of billing or summary available.

32.9 The City should not be liable for toll fraud (unauthorized long distance calls).

[]

- * State who is responsible for toll fraud and describe methods available to prevent unauthorized access of long distance services. Provide details of toll fraud insurance, if available. Describe how billing disputes are handled.

32.10 Billings should be payable net thirty (30) days from the date of receipt of the bill by the City and late payment charges, if any, should only apply thereafter.

[]

- * Describe the time frame for billing, including billing date, mailing date, typical time in transit and due date. Describe how late payment charges are applied if applicable.

32.11 The Contractor shall provide efficient and effective complaint and problem resolution procedures.

[]

- * Describe how complaints and problems are handled 24 hours a day.

Reliability

32.12 The system shall provide highly reliable and available access for the duration of the Contract.

[]

- * Provide representative availability statistics for the proposed system, including percentage busy (i.e., line not available) by time of day, based on current subscriber base.

32.13 The system shall be available 24 hours a day, 7 days a week, 365 days per year.

[]

- 32.14 The Contractor shall accommodate any scheduled downtime during the hours outside the time period between 0700h and 1700h Winnipeg time, Monday to Friday.

[]

- 32.15 The Contractor shall supply information about scheduled outages to the City organization prior to the start of the outage.

[]

* Provide any current plans or schedules for outages.

- 32.16 The Contractor shall, during the term of the Contract, provide availability statistics for the system, including percentage busy (i.e., line not available) by time of day.

[]

- 32.17 The Contractor shall detect system or system failure; and shall provide service restoration.

[]

* Describe response procedure and methods for system maintenance requirements, and detail current practices and costs for providing system maintenance to existing clients.

Schedule of Work

- 32.18 The service shall be operational on November 30, 2003.

* Provide a Schedule of Work outlining the proposed implementation and indicating the number of Calendar Days from the date of award of Contract to reach each key stage of the Work. Upon award of the Contract, the Contractor shall be bound to this schedule unless he receives prior written approval from the Contract Administrator to alter the schedule.

Other Information

- 32.19 The City recognizes that the Specifications do not necessarily address all aspects of a long distance telephone service.

* Provide any additional information that would be relevant to the City (e.g., levels of service during civic emergencies such as the flood of 1997, planned future enhancements, etc.). The City will evaluate such information to the extent that the evaluation criteria permit.

- 32.20 The City will not consider payment of any charges, except those imposed, by a regulatory authority having jurisdiction, after the Submission Deadline, unless they are identified and quantified in the Proposal.

* Identify any costs which may be tarified by the CRTC or other regulatory agency. Clearly identify any Proposal conditioned upon a regulatory agency's rulings and identify any anticipated effect on prices. Disclose all applicable charges and costs payable by the City to the Contractor or to any regulatory authority.