



THE CITY OF WINNIPEG

BID OPPORTUNITY

BID OPPORTUNITY NO. 220

PROVISION OF IT STAFF AUGMENTATION SERVICES

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

B1.1 PROVISION OF IT STAFF AUGMENTATION SERVICES

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, June 25, 2007.

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

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

B3. ENQUIRIES

B3.1 All enquiries shall be directed to the Contract Administrator identified in D4.1.

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

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

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

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

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

B4. ADDENDA

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

B4.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.

B4.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.

B4.2.2 The Bidder is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Branch internet site for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.

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

B5. SUBSTITUTES

- B5.1 The Work is based on the Plant, Materials and methods specified in the Bid Opportunity.
- B5.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B5.3 Requests for approval of a substitute will not be considered unless received in writing by the Contract Administrator at least five (5) Business Days prior to the Submission Deadline.
- B5.4 The Bidder shall ensure that any and all requests for approval of a substitute:
- (a) provide sufficient information and details to enable the Contract Administrator to determine the acceptability of the Plant, Material or method as either an approved equal or alternative;
 - (b) identify any and all changes required in the applicable Work, and all changes to any other Work, which would become necessary to accommodate the substitute;
 - (c) identify any anticipated cost or time savings that may be associated with the substitute;
 - (d) certify that, in the case of a request for approval as an approved equal, the substitute will fully perform the functions called for by the general design, be of equal or superior substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract;
 - (e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract.
- B5.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his sole discretion grant approval for the use of a substitute as an “approved equal” or as an “approved alternative”, or may refuse to grant approval of the substitute.
- B5.6 The Contract Administrator will provide a response in writing, at least two (2) Business Days prior to the Submission Deadline, only to the Bidder who requested approval of the substitute.
- B5.6.1 The Bidder requesting and obtaining the approval of a substitute shall be entirely responsible for disseminating information regarding the approval to any person or persons he wishes to inform.
- B5.7 If the Contract Administrator approves a substitute as an “approved equal”, any Bidder may use the approved equal in place of the specified item.
- B5.8 If the Contract Administrator approves a substitute as an “approved alternative”, any Bidder bidding that approved alternative may base his Total Bid Price upon the specified item but may also indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B15.
- B5.9 No later claim by the Contractor for an addition to the Total Bid Price because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.

B6. BID SUBMISSION

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

- (d) Staff Augmentation resource strength.
- B6.2 Further to B6.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B5.
- B6.3 All components of the Bid shall be fully completed or provided, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely, to constitute a responsive Bid.
- B6.4 Bidders are advised not to include any information/literature except as requested in accordance with B6.1.
- B6.5 Bidders are advised that inclusion of terms and conditions inconsistent with the Bid Opportunity document, including the General Conditions, may result in the Bid being determined to be non-responsive.
- B6.6 The Bid may be submitted by mail, courier or personal delivery, or by facsimile transmission.
- B6.7 If the Bid is submitted by mail, courier or personal delivery, it shall be enclosed and sealed in an envelope clearly marked with the Bid Opportunity number and the Bidder's name and address, and shall be submitted to:
The City of Winnipeg
Corporate Finance Department
Materials Management Branch
185 King Street, Main Floor
Winnipeg MB R3B 1J1
- B6.7.1 Samples or other components of the Bid which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the Bid Opportunity number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Bid Submission.
- B6.8 If the Bid is submitted by facsimile transmission, it shall be submitted to (204) 949-1178
- B6.8.1 The Bidder is advised that the City cannot take responsibility for the availability of the facsimile machine at any time.
- B6.9 Bids submitted by internet electronic mail (e-mail) will not be accepted.
- B7. BID**
- B7.1 The Bidder shall complete Form A: Bid, making all required entries.
- B7.2 Paragraph 2 of Form A: Bid shall be completed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his own name, his name shall be inserted;
 - (b) if the Bidder is a partnership, the full name of the partnership shall be inserted;
 - (c) if the Bidder is a corporation, the full name of the corporation shall be inserted;
 - (d) if the Bidder is carrying on business under a name other than his own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.
- B7.2.1 If a Bid is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B7.2.
- B7.3 In Paragraph 3 of Form A: Bid, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Bid.
- B7.4 Paragraph 10 of Form A: Bid shall be signed in accordance with the following requirements:

- (a) if the Bidder is a sole proprietor carrying on business in his own name, it shall be signed by the Bidder;
- (b) if the Bidder is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
- (c) if the Bidder is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;
- (d) if the Bidder is carrying on business under a name other than his own, it shall be signed by the registered owner of the business name, or by the registered owner's authorized officials if the owner is a partnership or a corporation.

B7.4.1 The name and official capacity of all individuals signing Form A: Bid shall be printed below such signatures.

B7.4.2 All signatures should be witnessed, except where a corporate seal has been affixed.

B7.5 If a Bid is submitted jointly by two or more persons, the word "Bidder" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Bidders in the Bid and the Contract, when awarded, shall be both joint and several.

B8. PRICES

B8.1 The Bidder shall state a price in Canadian funds for each item of the Work identified on Form B: Prices.

B8.1.1 Notwithstanding C11.1.1, prices on Form B: Prices shall not include the Goods and Services Tax (GST) or Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable.

B8.2 The quantities for which payment will be made to the Contractor are to be determined by the Work actually performed and completed by the Contractor, to be measured as specified in the applicable Specifications.

B8.3 All Prices in Form B must reflect that the Work will be performed at City of Winnipeg premises. Any travel, additional expenses, etc. must be listed separately. However, at the City's discretion, the actual Work may be performed remotely.

B8.4 Further to B8.1, the items listed on Form B: Prices as Daily disbursements (if required) will not be determined Non-responsive if left blank.

B9. QUALIFICATION

B9.1 The Bidder shall:

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

B9.2 The Bidder and any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:

- (a) be responsible and not be suspended, debarred or in default of any obligations to the City. A list of suspended or debarred individuals and companies is available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.

- B9.3 The Bidder and/or any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:
- (a) have successfully carried out work similar in nature, scope and value to the Work; and
 - (b) be fully capable of performing the Work required to be in strict accordance with the terms and provisions of the Contract; and
 - (c) have a written workplace safety and health program, if required, pursuant to The Workplace Safety and Health Act (Manitoba).
- B9.4 The Bidder shall submit, within three (3) Business Days of a request by the Contract Administrator, proof satisfactory to the Contract Administrator of the qualifications of the Bidder and of any proposed Subcontractor.
- B9.5 The Bidder shall provide, on the request of the Contract Administrator, full access to any of the Bidder's equipment and facilities to confirm, to the Contract Administrator's satisfaction, that the Bidder's equipment and facilities are adequate to perform the Work.

B10. BIDDER CREDENTIALS

- B10.1 The Bidder shall submit credentials in the form of reference information and supporting details on previously completed Staff Augmentation Work for at least one (1) existing organization where the Bidder's work is comparable to the nature, scope and comprehensiveness of this Bid Opportunity, preferably public sector.
- B10.2 The Bidder shall submit an executive summary highlighting the elements of your company's approach to and experience in addressing Staff Augmentation needs similar to that of the City's. More specifically:
- (a) your business strategy as it relates to these Staff Augmentation agreements;
 - (b) your Staff Augmentation business model and resourcing approach (independents, subcontractors, employees);
 - (c) your process for matching and providing staff for the City's anticipated Engagement requirements (see E3);
 - (d) your company's recruitment/retention processes and standards;
 - (e) your approach to staff training and relevant staff training metrics;
 - (f) your company's mechanisms to deal with staff turnover;
 - (g) your proposed process to replace personnel who leave during an Engagement or don't perform to the City's satisfaction; and
 - (h) other related value-add/intellectual property of relevance to this opportunity.
- B10.3 For the above, please highlight what makes your approach unique or superior in addressing the City's Staff Augmentation requirements. Bidders should limit their executive summary to a maximum of five (5) pages;

B11. STAFF AUGMENTATION RESOURCE STRENGTH

- B11.1 The Bidder shall submit, for each category of service (see E2 and Form B: Prices) Bid, the following information that highlights and fairly represents the qualifications and availability of Staff Augmentation resources ("the bench") that your company can supply for anticipated Engagements:
- (a) average turnaround time required to provide augmentation resources per request, per category in previous Call-out List Engagements;
 - (b) recent historical staff turnover rates in your company per category;

- (c) summary of augmentation resource names, qualifications and experience of your “bench”. We also require the ability to request a resume and 3 references of any of the identified augmentation resources during the evaluation process;
- (d) as many resumes (and qualification certificates) of available augmentation resources as you deem necessary to demonstrate and fairly represent the strength and relevance of your “bench” in relation to anticipated City Engagements; and
- (e) 3 references per category.

B11.2 While remote ‘off site’ Staff Augmentation arrangements may be arranged for (at the sole discretion of the City) – all Staff Augmentation proposals are to be based on Work at City of Winnipeg premises.

B11.3 Category evaluations, as outlined in Section E2.2.3, E2.2.4, E2.3.3, E2.3.4, E2.4.3, E2.4.4, E2.5.3 and E2.5.4 will be based on the provided resumes.

B11.4 In the above context, the “bench” is defined as the total complement of augmentation resources (employee, subcontractor, and/or independent) who are deemed by the Bidder to be qualified to perform in a specific category as outlined in Section E2 and who could practically be available for an Engagement within a reasonable period upon request by the City, at the Price bid in Form B.

B12. OPENING OF BIDS AND RELEASE OF INFORMATION

B12.1 Bids will not be opened publicly.

B12.2 Following the Submission Deadline, the names of the Bidders and their bid prices (unevaluated, and pending review and verification of conformance with requirements) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.

B12.3 After award of Contract, the name(s) of the successful Bidder(s) and the Contract Amount(s) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.

B12.4 The Bidder is advised that any information contained in any Bid may be released if required by City policy or procedures, by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law.

B13. IRREVOCABLE BID

B13.1 The Bid(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Bid.

B13.2 The acceptance by the City of any Bid shall not release the Bids of the next two lowest evaluated responsive Bidders and these Bidders shall be bound by their Bids on such Work for the time period specified in Paragraph 9 of Form A: Bid.

B14. WITHDRAWAL OF BIDS

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

B14.1.1 Notwithstanding C22.5, the time and date of receipt of any notice withdrawing a Bid shall be the time and date of receipt as determined by the Manager of Materials.

B14.1.2 The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Bid or the Bidder’s authorized representatives named in Paragraph 10 of Form A: Bid, and only such person, has authority to give notice of withdrawal.

- B14.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials will:
- (a) retain the Bid until after the Submission Deadline has elapsed;
 - (b) open the Bid to identify the contact person named in Paragraph 3 of Form A: Bid and the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid; and
 - (c) if the notice has been given by any one of the persons specified in B14.1.3(b), declare the Bid withdrawn.

B14.2 A Bidder who withdraws his Bid after the Submission Deadline but before his Bid has been released or has lapsed as provided for in B13.2 shall be liable for such damages as are imposed upon the Bidder by law and subject to such sanctions as the Chief Administrative Officer considers appropriate in the circumstances. The City, in such event, shall be entitled to all rights and remedies available to it at law.

B15. EVALUATION OF BIDS

- B15.1 Award of the Contract shall be based on the following bid evaluation criteria:
- (a) compliance by the Bidder with the requirements of the Bid Opportunity (pass/fail);
 - (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B9 (pass/fail);
 - (c) Unit Price for each Section, pursuant to Form B: Prices **25%;**
 - (d) credentials of the Bidder and the Subcontractors, if any, pursuant to B6.1(c) **25%;**
 - (e) assessed strength and depth, including relevant qualifications of the Bidder's and the Subcontractors', proposed staff augmentation resources pursuant to B6.1(d) **50%.**
- B15.2 Further to B15.1(a), the Award Authority may reject a Bid as being non-responsive if the Bid is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The Award Authority may reject all or any part of any Bid, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.
- B15.3 Further to B15.1(b), the Award Authority shall reject any Bid submitted by a Bidder who does not demonstrate, in his Bid or in other information required to be submitted, that he is responsible and qualified.
- B15.4 If a Bidder, in the sole opinion of the City, does not achieve a minimum score of seventy (70) per cent of the points available for any one of B15.1(d) or B15.1(e), the Bid will be considered not qualified.
- B15.5 The Contract(s) may be awarded on the basis of each individual category (see E2) as identified on Form B: Prices. Each section will be evaluated in accordance with the specified evaluation criteria.
- B15.5.1 Notwithstanding B8.1, the Bidder may, but is not required to, bid on all sections.
- B15.5.2 The City shall not be obligated to award any section to the responsible Bidder submitting the lowest evaluated responsive Bid for that section, and shall have the right to choose the alternative which is in its best interests.

B16. AWARD OF CONTRACT

- B16.1 The City will give notice of the award of the Contract or will give notice that no award will be made.

- B16.2 The City will have no obligation to award a Contract to a Bidder, even though one or all of the Bidders are determined to be responsible and qualified, and the Bids are determined to be responsive.
- B16.2.1 Without limiting the generality of B16.2, the City will have no obligation to award a Contract where:
- (a) the prices exceed the available City funds for the Work;
 - (b) the prices are materially in excess of the prices received for similar work in the past;
 - (c) the prices are materially in excess of the City's cost to perform the Work, or a significant portion thereof, with its own forces;
 - (d) only one Bid is received; or
 - (e) in the judgment of the Award Authority, the interests of the City would best be served by not awarding a Contract.
- B16.3 Subject to B15, where an award of Contract is made by the City, the award shall be made to the responsible and qualified Bidder submitting the lowest evaluated responsive Bid.
- B16.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his Bid upon written request to the Contract Administrator.
- B16.4 Notwithstanding C4.1, the City will issue purchase order(s) to the successful Bidder(s) in lieu of the execution of a Contract.
- B16.5 The Contract Documents, as defined in C1.1(n), in their entirety shall be deemed to be incorporated in and to form a part of the purchase order notwithstanding that they are not necessarily attached to or accompany said purchase order.
- B16.6 This Bid Opportunity shall not be interpreted by the Contractor(s) as an obligation on the part of the City to provide Work, or as a representation that Work is available. Work, if and when available, at the discretion of the Manager, Business Technology Service, shall be assigned in accordance with the terms and conditions of this Bid Opportunity.
- B16.7 The City intends to include up to a maximum of 10 Bidders for each section.

PART C - GENERAL CONDITIONS

C0. GENERAL CONDITIONS

- C0.1 The *General Conditions for Supply of Services* (Revision 2007 04 12) are applicable to the Work of the Contract.
- C0.1.1 The *General Conditions for Supply of Services* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.
- C0.2 A reference in the Bid Opportunity to a section, clause or subclause with the prefix “**C**” designates a section, clause or subclause in the *General Conditions for Supply of Services*.

PART D - SUPPLEMENTAL CONDITIONS

GENERAL

D1. GENERAL CONDITIONS

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

D2. SCOPE OF WORK

D2.1 The Work to be done under the Contract(s) shall consist of the establishment of a "Call Out List" for Staff Augmentation Engagements for various categories of information technology services for a number of BTS branches, during the period of September 1, 2007 to August 31, 2009.

D2.2 The Work shall be done on an "as required" basis during the term of the Contract.

D2.2.1 The type and quantity of Work to be performed under this Contract shall be as authorized from time to time by the Contract Administrator and/or Users.

D2.2.2 Notwithstanding C7.4, the City shall have no obligation under the Contract to purchase any quantity of any item in excess of its actual operational requirements.

D2.3 Notwithstanding D2.1, the type and quantity of Work to be performed under this Contract is subject to annual approval of monies therefore in a budget by Council. Bidders are advised that monies have been approved for Work up to and including December 31, 2007.

D2.4 Notwithstanding D2.1, in the event that operational changes result in substantial changes to the requirements for Work, the City reserves the right to alter the type or quantity of Work performed under this Contract, or to terminate the Contract, upon thirty (30) Calendar Days written notice by the Contract Administrator. In such an event, no claim may be made for damages on the ground of loss of anticipated profit on Work.

D2.5 Notwithstanding D2.1, any Work commenced during the term of the Contract shall be completed by the Service Provider regardless of the fact that the duration of the Engagement may extend beyond the term of the Contract.

D2.6 The categories of services are as follows:

- (a) Project Leader;
- (b) Senior Database Administrator;
- (c) Senior Applications Developer;
- (d) Systems Administrator.

D2.7 The scope of the Work will be specified in the Request for IT Services which will be issued in the form similar to attached as Appendix A. Each Engagement will normally be estimated to be between 2 and 12 months in duration.

D2.8 No Request for IT Services will be issued for:

- (a) services within the scope of other Contracts currently in effect;
- (b) services for projects of a size, nature or time frame that, in the sole judgment of the City, require a separate solicitation of offers.

D3. DEFINITIONS

D3.1 When used in this Bid Opportunity:

- (a) "**must**" or "**shall**" indicates a mandatory requirement which will be evaluated on a pass/fail basis;

- (b) **"should"** indicates a desirable feature which will be evaluated on a relative scale;
- (c) **"may"** indicates an allowable feature which will not be evaluated;
- (d) **"Call-out List"** means the list of Service Providers established for a particular category of service, in accordance with the provisions hereof (sometimes called a standing offer or master agreement);
- (e) **"Engagement Proposal"** means a Service Provider's response to a Request for IT Services which shall be in the form similar to attached as Appendix B;
- (f) **"Primary Service Provider"** means the Service Provider listed first on a Call-out List;
- (g) **"Request for IT Services"** means a request issued to a Service Provider which shall be in the form similar to attached as Appendix A;
- (h) **"Secondary Service Provider"** means any Service Provider other than a Primary Service Provider;
- (i) **"Service Provider"** means a Contractor listed by the City on a Call-out List;
- (j) **"User"** means a person, department or other administrative unit of the City authorized by the Contract Administrator to order Work under this Contract.

D4. CONTRACT ADMINISTRATOR

D4.1 The Contract Administrator is:

Rodger Guinn

Manager, Business Technology Services

5th Floor, 510 Main Street

Winnipeg, MB R3B 1B9

Email: RGuinn@Winnipeg.CA

Telephone No. (204) 986-5656

Facsimile No. (204) 986-5966

D4.2 At the pre-commencement meeting, the Contract Administrator will identify additional personnel representing the Contract Administrator and their respective roles and responsibilities for the Work.

D5. CONTRACTOR'S SUPERVISOR

D5.1 Further to C6.19, the Contractor shall employ and keep on the Work, at all times during the performance of the Work, a competent supervisor and assistants, if necessary, acceptable to the Contract Administrator. The supervisor shall represent the Contractor on the Site. The supervisor shall not be replaced without the prior consent of the Contract Administrator unless the supervisor proves to be unsatisfactory to the Contractor and ceases to be in his employ.

D5.2 Before commencement of Work, the Contractor shall identify his designated supervisor and any additional personnel representing the Contractor and their respective roles and responsibilities for the Work.

D5.2.1 Further to C5.5 Contract Administrator may give instructions or orders to the Contractor's supervisor and such instructions or orders shall be deemed to have been given to the Contractor.

SUBMISSIONS

D6. AUTHORITY TO CARRY ON BUSINESS

D6.1 The Contractor shall be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly

registered, licensed or permitted by law to carry on business in Manitoba, or if the Contractor does not carry on business in Manitoba, in the jurisdiction where the Contractor does carry on business, throughout the term of the Contract, and shall provide the Contract Administrator with evidence thereof upon request.

D7. INSURANCE

D7.1 The Contractor shall provide and maintain the following insurance coverage:

- (a) commercial general liability insurance, in the amount of at least two million dollars (\$2,000,000.00) inclusive, with The City of Winnipeg added as an additional insured; such liability policy to also contain a cross-liability clause, non-owned automobile liability and products and completed operations cover, to remain in place at all times during the performance of the Work;

D7.2 Deductibles shall be borne by the Contractor.

D7.3 The Contractor shall provide the Contract Administrator with a certificate(s) of insurance, in a form satisfactory to the City Solicitor, at least two (2) Business Days prior to the commencement of any Work on the Site.

D7.4 The Contractor shall not cancel, materially alter, or cause the policy to lapse without providing at least fifteen (15) Calendar Days prior written notice to the Contract Administrator.

D7.5 The City shall have the right to alter the limits and/or coverages as reasonably required from time to time during the continuance of this agreement.

D8. SECURITY CLEARANCE

D8.1 Each individual proposed to perform Work under the Contract shall, at the request of the Contract Administrator, be required to obtain a Criminal Record Search Certificate from the police service having jurisdiction at his place of residence.

D8.2 The Criminal Record Search shall include a Vulnerable Sector Search. This can be obtained by completing and providing the following in person to the Winnipeg Police Service Division 30 Clerk at Main Floor, 151 Princess Street:

- (a) Form P-612 Check the following boxes: Employment – Sensitive Position of Trust; and Other by inputting the Bid Opportunity Number in the space provided. This form can be found on the website at:
www.winnipeg.ca/police/BPR/forms/Criminal_Record_Check_P612.doc
- (b) Form P-249 (Form 1 – Consent) can be found on the website at:
www.winnipeg.ca/police/PDFs/BPR/consent_form1.pdf
- (c) Two (2) pieces of identification as stated in Bureau of Police Records on the website at:
www.winnipeg.ca/police/BPR/id.stm
- (d) Fee for each individual applying for a Criminal Record Search. Fee schedule can be found on the website at:
www.winnipeg.ca/police/BPR/fees.stm

D8.2.1 The original Criminal Record Search Certificate (Form P-253) will be provided by the Winnipeg Police Service to the individual applicant. The original has a validation sticker from the Winnipeg Police Service in the top right hand corner. The applicant shall:

- (a) Provide the original Criminal Record Search Certificate (Form P-253) to the Contract Administrator.

D8.3 Prior to the commencement of any Work, and during the term of the Contract if additional or replacement individuals are proposed to perform Work, the Contractor shall supply the Contract Administrator with a Criminal Record Search Certificate obtained not earlier than one (1) year

prior to the Submission Deadline, or a certified true copy thereof, for each individual proposed to perform the Work.

- D8.4 Any individual for whom a Criminal Record Search Certificate is not provided, or for whom a Criminal Record Search Certificate indicates any convictions or pending charges related to property offences or crimes against another person, will not be permitted to perform any Work.
- D8.5 Any Criminal Record Search Certificate obtained thereby will be deemed valid for the duration of the Contract subject to a repeated records search as hereinafter specified.
- D8.6 Notwithstanding the foregoing, at any time during the term of the Contract, the City may, at its sole discretion and acting reasonably, require an updated criminal records search. Any individual who fails to provide a satisfactory Criminal Record Search Certificate as a result of a repeated criminal records search will not be permitted to continue to perform any Work.

CONTROL OF WORK

D9. COMMENCEMENT

- D9.1 The Contractor shall not commence any Work until he is in receipt of a notice of award from the City authorizing the commencement of the Work.
- D9.2 The Contractor shall not commence any Work on the Site until:
- (a) the Contract Administrator has confirmed receipt and approval of:
 - (i) evidence of authority to carry on business specified in D6;
 - (ii) evidence of the workers compensation coverage specified in C6.14;
 - (iii) evidence of the insurance specified in D7; and
 - (iv) the security clearances specified in D8.
 - (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.
- D9.2.1 Further to D9.2(a)(iv), subject to all other requirements being met, the Contractor may commence Work prior to submitting the security clearances.

D10. PRIME CONTRACTOR – THE WORKPLACE SAFETY AND HEALTH ACT (MANITOBA)

- D10.1 Further to C6.23, the Contractor shall be the Prime Contractor and shall serve as, and have the duties of the Prime Contractor in accordance with The Workplace Safety and Health Act (Manitoba).

D11. SAFETY

- D11.1 The Contractor shall be solely responsible for safety at the Site and for compliance with all laws, rules, regulations and practices required by the applicable safety legislation.
- D11.2 The Contractor shall be solely responsible for securing the Site, and any existing facility thereon, and for the proper care and protection of the Work already performed.
- D11.3 The Contractor shall do whatever is necessary to ensure that:
- (a) no person, property, right, easement or privilege is injured, damaged or infringed by reason of the Contractor's activities in performing the Work;
 - (b) the health and safety of all persons employed in the performance of the Work or otherwise is not endangered by the method or means of its performance.

D12. RECORDS

- D12.1 The Contractor shall keep detailed records of the services supplied under the Contract.

- D12.2 The Contractor shall record, as a minimum, for each item listed on Form B: Prices:
- (a) user name(s) and addresses;
 - (b) order date(s);
 - (c) service date(s); and
 - (d) description and quantity of services provided.
- D12.3 The Contractor shall provide the Contract Administrator, upon request, with a copy of the records for each quarter year within fifteen (15) Calendar Days of the end of that quarter.

MEASUREMENT AND PAYMENT

D13. INVOICES

- D13.1 Further to C11, the Contractor shall submit an invoice for the Work performed pursuant to each order
- D13.2 Further to C22.2, the Contractor shall submit invoices to the locations designated at the time of ordering.
- D13.3 Invoices must clearly indicate, as a minimum:
- (a) the City's order number;
 - (b) date(s) of provision of services;
 - (c) location at which service was provided;
 - (d) type and quantity of services provided;
 - (e) the amount payable with GST and MRST shown as separate amounts; and
 - (f) the Contractor's GST registration number.
- D13.4 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

D14. PAYMENT

- D14.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.
- D14.2 Further to C11, effective January 1, 2007 the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

WARRANTY

D15. WARRANTY

- D15.1 Warranty is as stated in C12.
- D15.2 Further to C12, if a defect or deficiency prevents the full and normal use or operation of the Work or any portion thereof, for purposes of calculating the warranty period, time shall be deemed to cease to elapse for the defective or deficient portion, and for any portion of the Work whose use or operation is prevented by such defect or deficiency, as of the date on which the defect or deficiency is observed or the use or operation is prevented and shall begin to run again when the defect or deficiency has been corrected or the Work may be used or operated to the satisfaction of the Contract Administrator.

PART E - SPECIFICATIONS

E1. BACKGROUND AND PURPOSE

E1.1 With a staff of approximately 8,000, the City of Winnipeg provides typical municipal government services including, but not limited to, police, fire, ambulance, public works, community services, and transit.

For more information on the City of Winnipeg, its Corporate Organization Structure, descriptions of City Departments and Plans (such as Plan Winnipeg 2020 Vision), please refer to the City of Winnipeg Internet Home page at:

<http://www.winnipeg.ca> Select "Government."

A copy of the City of Winnipeg's IT Strategic Plan is available at:

http://www.winnipeg.ca/cit/pdfs/it_plan_final.pdf.

The Business Technology Services (BTS) division, an operating division of the newly created Internal Services Department, comprising more than 100 IT staff, is completing a broad and ambitious Business Transformation Project (Right~IT). The Chief Information Officer of the City of Winnipeg is the project sponsor.

Following are a few key project concepts related to this Bid Opportunity and its anticipated contributions to our Right~IT changes.

- The City of Winnipeg understands that its internal support operations / services (including IT services) must be provided in the most cost effective manner.
- City IT spending amounts to approximately CAN\$30 Million annually. Many senior managers in the City consider more, and more effective, IT investment as one of the few levers available to close the gap between service demand and service affordability.
- The City recognizes that the best approach for IT cost and service optimization lies in a blended sourcing environment where certain IT services are self-provided in operating departments, others are provided centrally through the Internal Services Department, while others should be contracted out to External Service Providers. Some internally-managed services will also require external staff augmentation from time to time as circumstances warrant.
- We expect that this sourcing mix will evolve over time as business requirements change, technology advances, and internal staff capabilities evolve. City Council and Senior Administration expect City IT and business managers to make good business choices concerning the optimization of IT sourcing and resourcing.
- This Bid Opportunity represents a first formal and important step in BTS' strategy to make IT service sourcing decisions based on competitive market information and analysis.

Further background on BTS is available in Appendices C-D.

E1.2 The purpose of this Bid Opportunity is to invite Submissions from qualified Bidders for the provision of a variety of information technology (IT) services for the Business Technology Services (BTS) division within the Internal Services Department at the City of Winnipeg.

E1.3 The City will, based upon the evaluated Submissions, establish a Call-out List of Service Providers (Contractors) for each of the various categories of IT services identified in E2. The City intends to list at least one (1) Service Provider for each category of service.

E1.4 During the term of the Contract, as services are required for various Engagements, the City will assign Work to Service Providers in accordance with the process outlined in E3.

E2. SERVICE CATEGORIES

E2.1 These specifications shall apply to the categories of IT services described below except as may otherwise be provided in the Request for IT Services.

E2.2 Category: **Project Leader**

E2.2.1 Category Description:

A Project Leader independently manages small to medium scale application systems development and implementation projects, participates in the development and implementation of large scale projects, and manages the support and enhancement of existing applications. The Project Leader carries out these responsibilities under the direction of a Project Manager and through the supervision of working level and junior staff, as well as through direct action.

E2.2.2 Category Specifications:

The Project Leader shall provide the following work:

- a. Manage all the activities of a small to medium scale application systems development project from conception through to implementation, including: feasibility analysis, gathering application system requirements, data and process modeling, performing business system analysis, detailed design, system testing, technical research and production implementation.
- b. Leadership and supervision to a team of application development staff and/or contractors.
- c. Coordinate and prioritize all project activities with project staff, management, customers and vendors.
- d. Manage the on-going maintenance and support of existing information systems.
- e. Production operations such as security, data management, performance monitoring, database maintenance, application maintenance, problem management and change management.
- f. Identify and develop appropriate architectural requirements, standards and plans to optimize technology and systems for service delivery.
- g. Ensure continued compliance with established by-laws, policies, statutes, directives, standards, and procedures.
- h. Manage the procurement, implementation and maintenance of technology (hardware, system software, application software) to increase efficiency, effectiveness, and enhance systems.
- i. Initiate system enhancements based on ongoing performance and capacity monitoring.
- j. Develop appropriate system plans, standards, processes and methodologies to ensure that the business needs and application objectives are met.
- k. Monitor and control progress on projects through established reporting methodologies to ensure projects are on time, and within budget, scope and quality parameters as agreed upon by customers.
- l. Plan, implement, and maintain a project quality framework which provides clear quality requirements, procedures and policies. Ensure project quality by ongoing monitoring, analysis and acting upon deviations, and communicating results to customers.
- m. Develop and manage service level agreements, project schedules, budgets, deliverables, approvals and contracts with both customers and vendors to ensure customer and project needs are met.
- n. Ability to work onsite at the City of Winnipeg as required.

E2.2.3 Skills and Knowledge Evaluation Criteria:

The Project Leader should have the following skills and knowledge in order to perform the above activities:

1. **Proficiencies** - The major competencies to be considered:

- a. Business system analysis and design techniques.
 - b. Leadership and supervision of project teams of professional IT staff.
 - c. Ability to effectively work with customers in a wide variety of business disciplines and with all levels of management of an organization.
 - d. Plan, design, build and implement small to medium sized projects using current industry technologies including client/server, object oriented, web and GIS based technologies.
 - e. Ability to accurately estimate and deliver projects on time, and within budget, scope and quality parameters.
 - f. Negotiate contracts with vendors.
 - g. Procurement of application systems.
 - h. Ability to communicate effectively to all levels of an organization.
 - i. Understanding of and ability to effectively manage risks.
2. **Working Knowledge** - A basic working knowledge of the following to be considered:
- a. Managing the development and implementation of human resource information systems projects at both an enterprise and departmental level.
 - b. Managing the development and implementation of financial systems projects at both an enterprise and departmental level.
 - c. Managing the development and implementation of geographic information systems (GIS) projects at both an enterprise and departmental level. ^(Note 1)
 - d. Current industry development methodologies including rapid application development, object oriented methodologies and agile software development methodologies such as Extreme Programming.
 - e. Current industry development platforms and frameworks, including Eclipse, Visual Studio, ASP, ASP.Net, Java, Apache Cocoon and Ruby on Rails.
 - f. Knowledge of Oracle 10g Spatial.
 - g. Knowledge of Microsoft Project software for managing project scheduling.
 - h. ITIL processes/functions (change management, problem/incident management, help desk, Service Level Agreements and system feasibility analysis).
 - i. Business process engineering concepts and practices.
 - j. Performance metrics and measurement concepts, methods and tools.
 - k. Cost-benefit analysis principles and methods.
 - l. Peoplesoft PeopleTools v. 8.46 or later. ^(Note 1)
 - m. Intergraph GeoMedia Toolsuite v. 6 (GeoMedia Professional, Web Map, Transaction Manager) ^(Note 1)
 - n. Mapinfo Professional V. 8 ^(Note 1)
3. **Familiarity** - Familiarity with the following to be considered:
- a. City of Winnipeg business practices and procedures.
 - b. Service Oriented Architectures (SOA), web technologies and services, XML.
 - c. Current industry technologies, architectures, trends and directions.

Note 1: Although this requirement is included with other skill sets in this category, it is recognized that it may be separate and distinct from the others, and may be bid and evaluated accordingly.

E2.2.4 Qualifications/Certification Requirements:

Should have minimum 5 years experience successfully managing and building small to medium scale projects in a technical leadership role.

E2.2.5 Service Portfolio Reference:

Application Solutions
Bid Opportunity Development and Support
Information Solutions
Geographic Information System (GIS) Solutions

E2.3 Category: **Senior Database Administrator**

E2.3.1 Category Description:

A Database Administrator is responsible to provide the definition, design, creation, implementation and support of databases to a wide variety of application development projects including client/server and web-based, and for the support and enhancement of existing applications.

E2.3.2 Category Specifications:

The Database Administrator shall provide the following work:

- a. Database administration to small to large scale development projects on a wide variety of development platforms, including object oriented, web-based, and GIS-based applications.
- b. Gather and define business data requirements in the form of data models.
- c. Document and maintain database-related metadata.
- d. Evaluate, select and implement appropriate database solutions to meet business information needs.
- e. Analyze data models and database requirements to design, develop, implement and support databases for both existing and new applications.
- f. Monitor performance and tune application databases.
- g. Develop and implement database backup, recovery and archival procedures.
- h. Technical database consulting, training and problem resolution expertise to other project team members and technical staff.
- i. Participate in database system software implementation, conversion and upgrades.
- j. Research, evaluate and recommend new database-related tools and technologies as required to support customer needs.
- k. Develop database reporting and analysis solutions to satisfy customer information needs.
- l. Develop and implement solutions for data integration needs.
- m. Develop and implement appropriate solutions to support business intelligence activities such as data analysis and data mining.

E2.3.3 Skills and Knowledge Evaluation Criteria:

The Database Administrator should have the following skills and knowledge in order to perform the above activities:

1. **Proficiencies** - The major competencies to be considered:
 - a. Develop Oracle 10g databases for small to large scale application projects using current industry technologies including client/server, object oriented and web and GIS based technologies.
 - b. Ability to design, create, implement and support Oracle 10g databases.
 - c. Monitor performance of application databases and tune databases for optimum performance.
 - d. Experience with data warehousing and data integration tools and techniques.
 - e. Ability to effectively work with customers in a wide variety of business disciplines and with all levels of management of an organization.
 - f. Ability to accurately estimate and deliver database services on time, and within budget, scope and quality parameters.
 - g. Ability to communicate effectively to all levels of an organization.
2. **Working Knowledge** - A basic working knowledge of the following to be considered:
 - a. Oracle Spatial 10g.
 - b. Cognos v. 7 including administration and use of Cognos Impromptu and Powerplay tools.
 - c. Oracle 10g Workspace Manager

- d. Oracle 10g Replication
 - e. Microsoft SQL Server 2005
 - f. DB2 UDB v. 9.0
 - g. Intergraph GeoMedia Toolsuite v. 6 (GeoMedia Professional, Web Map, Transaction Manager) ^(Note 1)
 - h. Peoplesoft PeopleTools v. 8.46 or later and Peoplesoft EPM v. 8.9 or later database environment. ^(Note 1)
 - i. Experience with Quest Toad for Oracle or similar database tools.
3. **Familiarity** - Familiarity with the following to be considered:
- a. Data modeling tools.

Note 1: Although this requirement is included with other skill sets in this category, it is recognized that it may be separate and distinct from the others, and may be bid and evaluated accordingly.

E2.3.4 Qualifications/Certification Requirements:

- a. Should have minimum 5 years Oracle database administration experience at a senior level.
- b. Should have minimum 3 years Microsoft SQL Server database administration experience at a senior or intermediate level.
- c. Should have minimum 3 years DB2 UDB database administration experience at a senior or intermediate level.
- d. Should have Oracle DBA certification.

E2.3.5 Service Portfolio Reference:

Information Solutions
Geographic Information System (GIS) Solutions

E2.4 Category: **Senior Applications Developer**

E2.4.1 Category Description: An Applications Developer is responsible for the feasibility analysis, selection, acquisition, design, development, testing, implementation and support of a wide variety of application systems, including client/server and web-based. The Applications Developer carries out these responsibilities both independently and in a collaborative team environment.

E2.4.2 Category Specifications

The Applications Developer shall provide the following work:

- a. Feasibility analysis, acquisition, detailed design, development, testing, implementation, support and technical research for small to medium scale development projects and participates with more senior staff in these activities for large scale development projects, on a wide variety of development platforms, including object oriented, web-based, and GIS-based applications.
- b. Prepare functional design specifications that will satisfy the information processing requirements including data model, database definition, object model, integration, and interface and program specifications.
- c. Translate the functional design specifications into operational systems according to established system development practices, procedures and standards
- d. On-going maintenance and support of existing information systems.
- e. Production operational support such as security, data management, performance monitoring, database maintenance, application, system software and hardware maintenance, problem management and change management.
- f. Technical consultation to other team members and to departmental technical and user staff.
- g. Develop and maintains system documentation and related user manuals.

- h. Train personnel in the operation and on-going maintenance of existing applications, systems and equipment.
- i. Direct other programming staff and supervise project activities as required.

E2.4.3 Skills and Knowledge Evaluation Criteria:

The Applications Developer should have the following skills and knowledge in order to perform the above activities:

1. **Proficiencies** - The major competencies to be considered:

- a. Select, acquire, design, build and implement small to medium sized application projects using current industry technologies including client/server, object oriented and web based technologies.
- b. Experience in analytical and design techniques.
- c. Develop applications using the following development frameworks and technologies:
 - i. Visual Studio
 - ii. ASP and ASP.Net
 - iii. Apache Cocoon
 - iv. Internet Information Server (IIS)
 - v. Ruby on Rails
 - vi. Visual Inter/Dev
 - vii. ActiveX/COM
 - viii. DCOM
 - ix. HTML/DHTML
 - x. Java Script
 - xi. VBScript
 - xii. Oracle 10g DBMS using PL/SQL
 - xiii. Java
 - xiv. JSP
 - xv. PowerBuilder
 - xvi. XML/XSL
 - xvii. Eclipse
 - xviii. Oracle Forms
 - xix. Oracle Reports
 - xx. Crystal Reports
 - xxi. Cognos Business Intelligence Toolsuite
 - xxii. Quest Toad Development Suite for Oracle
 - xxiii. Virtual PC
- d. Intergraph GeoMedia Toolsuite v. 6 (GeoMedia Professional, Web Map, Transaction Manager) ^(Note 1)
- e. Mapinfo Professional V. 8 ^(Note 1)
- f. Peoplesoft PeopleTools v. 8.46 or later. ^(Note 1)
- g. Work independently and to effectively plan and organize work.
- h. Ability to communicate effectively to all levels of an organization.
- i. Ability to effectively work with customers in a wide variety of business disciplines and with all levels of management of an organization.
- j. Ability to accurately estimate and deliver projects on time, and within budget, scope and quality parameters.

2. **Working Knowledge** - A basic working knowledge of the following to be considered:

- a. Current industry development methodologies including rapid application development, object oriented methodologies and agile software development methodologies such as Extreme Programming.
- b. Experience with:
 - i. Database design and administration
 - ii. Oracle 10g Spatial

- iii. Microsoft Access
 - iv. Microsoft SQL Server 2005 DBMS
 - v. DB2 UDB
 - vi. MySQL
 - vii. Visual Age Small Talk
 - viii. AutoCad
 - ix. Adobe Acrobat
 - x. Adobe Frame Maker
- c. ITIL processes/functions (change management, problem/incident management, help desk, Service Level Agreements and system feasibility analysis).
 - d. Ability to investigate, analyze, evaluate and resolve LAN/WAN, server and PC related problems.
 - e. Configuration, installation and operation of PC hardware and software.
 - f. Current industry development methodologies including rapid application development, object oriented methodologies and agile software development methodologies such as Extreme Programming.
3. **Familiarity** - Familiarity with the following to be considered:
- a. City of Winnipeg business practices and procedures.
 - b. Microsoft Windows 2003 Server operating system.
 - c. Microsoft Active Directory.
 - d. Service Oriented Architectures (SOA).
 - e. Current industry technologies, architectures, trends and directions.

Note 1: Although this requirement is included with other skill sets in this category, it is recognized that it may be separate and distinct from the others, and may be bid and evaluated accordingly.

E2.4.4 Qualifications/Certification Requirements:

Should have minimum 5 years experience successfully building and implementing small to medium sized projects in a technical leadership role.

E2.4.5 Service Portfolio Reference:

Application Solutions
Information Solutions
Geographic Information System (GIS) Solutions

E2.5 Category: **Systems Administrator**

E2.5.1 Service Description: The Systems Administrator is responsible for the effective day-to-day functioning of the City's information technology infrastructure.

E2.5.2 Category Specifications

The Systems Administrator shall provide the following work:

- a. Installs, modifies, tests, and maintains systems software and hardware at local and remote sites, to provide an infrastructure for the City's information technology needs.
- b. Analyzes and resolves system problems, ensuring established system availability and response time objectives are met.
- c. Responsible for a number of production operational support elements such as security, performance monitoring, application, system software and hardware maintenance, problem management and change management.
- d. Trains personnel in the capabilities, operation and on-going support of systems software and infrastructure environments.
- e. Provides technical consultation on systems software and hardware.
- f. Researches technical requirements and recommends solutions.

- g. Documents the technical and operational environment.
- h. Directs junior staff as assigned.
- i. On-call and occasional off-hours work required.

E2.5.3 Skills and Knowledge Evaluation Criteria:

The Systems Administrator should have the following skills and knowledge in order to perform the above activities:

1. **Proficiencies** - The major competencies to be considered:

- a. Several years progressive work experience in information technology installation and support as a Systems Programmer.
- b. Thorough working knowledge of computer systems software, hardware, and operation/management techniques.
- c. Experience working as a systems programmer with a combination of the following infrastructure elements:
 - i. Core elements
 - 1. MS Windows 2003 Server
 - 2. MS Active Directory
 - 3. MS Virtual Server
 - 4. VMWare
 - 5. BMC Patrol
 - 6. MS MOM
 - 7. MS WSUS
 - 8. Symantec Anti-virus
 - ii. Storage Elements (Note 1)
 - 1. IBM TSM
 - a. Distributed environment across multiple data centers
 - b. Exchange and Oracle Agents
 - 2. IBM 3584 LTO Tape Libraries
 - 3. Fibre Channel SAN Storage
 - a. HDS Storage (NSC55, 9570, AMS1000)
 - b. McData Switches
 - c. Fibre Channel Cards (Emulex HBAs)
 - 4. MS DPM
 - 5. MS DFS
 - 6. MS Windows Storage server
 - iii. Middleware Elements (Note 1)
 - 1. Oracle 10g Database
 - a. RMAN
 - b. ASM
 - c. RAC
 - 2. MS SQL Server 2005
 - 3. MS IIS 6.0
 - 4. MS FrontPage Server Extensions
 - 5. MS Visual InterDev
 - 6. WebTrends
 - 7. Macromedia JRun
 - 8. ServletExec
 - 9. MS Transaction Server
 - 10. BEA WebLogic
 - 11. BEA Tuxedo
 - 12. PeopleTools 8.x
 - 13. MS .Net Framework
 - iv. Messaging Elements (Note 1)
 - 1. MS Exchange 2003/2007
 - 2. MS Outlook Web Access
 - 3. BES 4

- v. Operations Elements (Note 1)
 - 1. BMC Remedy ARS
 - 2. Help Desk/Service Desk Systems and Techniques
 - 3. UPS Systems
 - 4. Cooling Systems
 - 5. Physical Security Systems
 - 6. Generator Sets
 - 7. Fire Suppression Systems
 - 8. Wiring/Racking Approaches and Techniques
 - 9. DR System Continuity and Restoration
 - d. Knowledge and experience with the implementation, management and support of client/server and/or Internet infrastructure.
 - e. Demonstrated ability to analyze system problems and to carry out corrective actions.
 - f. Experience in planning and implementing components within large-scale systems implementation projects.
 - g. Work independently and to effectively plan and organize work within scope of assigned activities.
 - h. Ability to communicate effectively.
 - i. Ability to effectively work with customers in a wide variety of business disciplines and with all levels of management of an organization.
 - j. Ability to accurately estimate and deliver projects on time, and within budget, scope and quality parameters.
2. **Working Knowledge** - A basic working knowledge of the following to be considered:
- a. Experience working as a systems programmer with a combination of the following elements:
 - i. Linux
 - ii. Apache
 - iii. Scripting environments
 - 1. MS VBScript
 - 2. JScript
 - 3. Perl
 - 4. ASP/ASP.Net
 - 5. Python
 - iv. Networking Technology
 - 1. DNS
 - 2. WINS
 - 3. DHCP
 - 4. VLANs
 - v. Firewall Technology
 - 1. CheckPoint Firewalls
 - 2. VPN Technology
 - b. Knowledge of ITIL processes/functions (change management, problem/incident management, help desk, Service Level Agreements and system feasibility analysis).
 - c. Knowledge of IT security principles and practices.
3. **Familiarity** - Familiarity with the following to be considered:
- a. City of Winnipeg business practices and procedures.
 - b. Service Oriented Architectures (SOA) / Web Services.
 - c. Current industry technologies, architectures, trends and directions.

Note 1: Although this requirement is included with other skill sets in this category, it is recognized that it may be separate and distinct from the others, and may be bid and evaluated accordingly.

E2.5.4 Qualifications/Certification Requirements:

- a. Should have minimum 3 years experience work experience in information technology installation and support as a Systems Administrator.
- b. Should have the following Certifications:
 - i. MCSE
 - ii. MCSE (Messaging)
 - iii. MCDBA
 - iv. Oracle Certified DBA

E2.5.5 Service Portfolio Reference:

Server Platform Management
Web Site Hosting
Data Hosting
Application Server Hosting
Storage
Custom Printing
Service Desk

E3. ASSIGNMENT OF ENGAGEMENTS

E3.1 The City will, based upon the evaluation of Submissions, establish a list of Primary and, if deemed necessary by the Contract Administrator, an unordered list of Secondary Service Provider(s) for each category of IT service identified in E2.

E3.2 When, during the term of the Contract, services are required for a project, the User will issue a Request for IT Services in the form similar to attached as Appendix A, to the Service Provider for the category of IT service required.

E3.3 Each Request for IT Services will be forwarded first to the Primary Service Provider and only to the Secondary Service Provider(s) if the Primary Service Provider declines to submit an Engagement Proposal in accordance with the procedure set forth below.

E3.4 Upon receipt of the Request for IT Services, the Service Provider shall familiarize themselves with the location, extent and purpose of the Work and shall determine the adequacy of the information contained in the Request for IT Services and the actual conditions and requirements of the Work. Under certain circumstances, the User may optionally request that the Service Provider provide Resumes for the proposed personnel and/or participate in an interview process.

E3.5 The Service Provider shall, no later than the date shown on the Request for IT Services, submit:

- (1) an Engagement Proposal, in the format similar to that shown in Appendix B; or
- (2) written notice declining the Work and identifying the specific reason(s) therefore.

Notwithstanding C22 Notices, Appendix B: Engagement Proposal (1) above, or the written declining of Work (2) above, may be submitted via electronic mail (email) to the User submitting Appendix A: Request for Information Technology Services.

E3.6 Notwithstanding E3.3, the City shall not be required to submit a Request for IT Services to a Service Provider and may submit it to another Service Provider if:

- (1) the Service Provider has previously declined to submit an Engagement Proposal for Work of similar nature, scope and size and to be performed in substantially the same time frame;
- (2) the Service Provider requests, for reasons acceptable to the Contract Administrator, to be excluded from the normal order of the Call-out List for all or any types of Work;
- (3) the City determines that it wants to continue work with another Service Provider (for instance, in the case of multi-phased projects, or previous experience with the Service Provider/proposed personnel).

E3.7 The User may:

- (1) accept the Engagement Proposal;

- (2) request a revised Engagement Proposal based on a revised Request for IT Services, a need for additional information, a request for different proposed personnel; or
- (3) recommend to the Contract Administrator that the Engagement Proposal be rejected for any of the reasons stated in E3.8.

E3.8 The City will have no obligation to accept an Engagement Proposal where:

- (1) the prices exceed the available City funds for the Work;
- (2) the prices are materially in excess of the prices received for similar Work in the past;
- (3) the prices are materially in excess of the cost to the City performing the Work, or a significant portion thereof, with its own forces; or
- (4) in the judgment of the Contract Administrator, the interests of the City would best be served by not accepting an Engagement Proposal.

E3.9 The City reserves the right to solicit competitive offers for Work for which an Engagement Proposal has been rejected.

E3.10 The Contract Administrator may solicit evaluations of the Work and/or personnel to determine whether the Service Provider should be removed from the category in the Call-out List, or moved from Primary to Secondary Service Provider(s), or from Secondary Service Provider(s) to Primary Service Provider.

E3.11 For the Engagements mentioned above, and pricing on Form B, Service Provider(s) and proposed personnel should supply their own equipment, including a computer, telephone, application development tools, standard office software such as Microsoft Office compatible software and any other software required to perform the above services. The City of Winnipeg will provide access to any required City owned licensed applications, networks and equipment

APPENDIX A

REQUEST FOR INFORMATION TECHNOLOGY SERVICES - SAMPLE

Request No.
User:
Category of service:
Date of issue:
Response required by:

Engagement Specifications

Work:

Required Commencement Date:

Required Completion Date:

Special Instructions:

1.

2.

3.

Engagement Acceptance Criteria:

Warranty Period (see C12 and D15):

APPENDIX B

ENGAGEMENT PROPOSAL – SAMPLE

Request No.:
Service Provider:
Category of service:
Date submitted:

Work:

Proposed Commencement Date:

Proposed Completion Date:

Proposed Personnel:

Proposed Subcontractors:

Payment Schedule:

Lump Sum Price:
(and/or)
Unit Prices:

Disbursements (if any):

APPENDIX C - BUSINESS TECHNOLOGY SERVICES (BTS) Service Portfolio

Our Vision

To be 'Your IT Service Provider of Choice'.

Our Mission

To provide reliable, affordable and adaptable IT infrastructure, communication and business application services to the organization in a responsive, business-like and service-oriented manner.

Our Value Proposition

Understanding your business challenges is important to us. We aim to deliver services that are competitively priced and quality driven to provide you with the best value for your IT dollar.

BUSINESS SOLUTIONS

Our Business Solutions services provide a comprehensive set of offerings. We can provide you with the full application life cycle from initial planning to long-term support. Our services include:

- application solutions
- bid opportunity development and support
- information solutions
- geographic information system solutions

We will consult with you to determine the services that best meet your departmental business requirements. During each phase we will work with you to ensure you receive the right solution at the right price, including sourcing the appropriate services from Managed Hosting and Connectivity.

Application Solutions

Our Application Solutions services include all the elements to turn your business problem or opportunity into a new application or to upgrade an existing application. We offer:

- consulting
- business case development
- application development
- training programs
- data backup and recovery
- data archiving

Our staff will work with you to design a business application solution that meets the needs of your business.

Bid Opportunity Development and Support

A well written Bid Opportunity is key to ensuring your application project gets off to a good start and remains successful. In addition to assisting with Bid Opportunity content development, we offer expertise throughout the evaluation and award process to ensure you get the best value for the best price. We provide bid opportunity:

- development and management
- consulting

Information Solutions

Our Information Solutions services include all the elements to satisfy the information needs of your business, for both geographic and non-geographic data. From defining strategies for effectively managing your data to providing you with the best solution for supporting your business intelligence activities, we will work with you to determine your information needs and design the best solution for you. We offer a range of services including:

- database design and implementation
- data integration

- database reporting and analysis
- business intelligence
- training programs

Geographic Information System (GIS) Solutions

We offer a one stop shop for all of your Geographic Information System (GIS) business and technology needs. Our range of services and products can help you:

- manage and enhance the use of your location-based data
- improve the value of your information by presenting it in various unique forms, including maps
- improve resource management
- provide more efficient and effective business decision-making

Put simply — "A picture is worth a thousand words."

MANAGED HOSTING

Our Managed Hosting services provide you with robust and well-managed computing Environments to address application processing requirements as part of your business application solutions. We offer:

- application processing environments including:
 - web sites
 - application servers
 - databases
 - file sharing
 - server platforms
- purchase and maintenance of hardware components and standard system software
- backup and recovery services
- data centre facilities
- support services

Our services:

- provide test, training, development, pre-implementation, production support and production requirements
- offer varying levels of availability, performance, support and costs

Our managed hosting environment is upgraded on a regular basis to ensure you have access to the most reliable and functional environment possible. Safeguarding the data we host is of utmost importance. Many levels of system and data backup and recovery have been implemented and are regularly tested to ensure data can be recovered in problem situations. We constantly monitor the managed hosting environment to ensure that availability and performance expectations are being met.

Server Platform Management

Our Server Platform Management services offer all the elements to meet your operating environment needs. Our Managed Server service bundles server hardware and support with all the management services you require. If you provide your own server environment it can be augmented with:

- server backup
- server monitoring
- co-location and operations services

Whatever level of service you require, we will tailor our offerings to meet your particular needs at the best price possible.

Web Site Hosting

Our Web Site Hosting services provide you with a robust and well managed environment for your web applications. Our environment can support:

- simple web content hosting
- complex web applications

- distributed web services

Our environment is fully integrated with the corporate security structure to facilitate transparent secured application access.

Data Hosting

Our Data Hosting services provide you with a robust and well-managed environment for the hosting of your application data (databases or file serving). Our environment is fully integrated with the corporate security structure to facilitate transparent secured data access.

Application Server Hosting

Our Application Server Hosting service provides you with an environment for the operation of your application code within a single or distributed server environment. This environment can be customized to meet the specific needs of the particular application being used to support your business requirements.

Storage

Our Storage service provides you with robust and well-managed storage capabilities while simplifying your storage requirements. We offer you the flexibility to:

- move storage from one server to another
- expand capacity
- address performance requirements
- optimize costs through storage tier options

We provide a high level of availability and reliability that allows for:

- quick and easy set-up of new servers
- replacement of faulty servers
- effective disaster recovery in emergencies

Custom Printing

Our Custom Printing provides you with high-speed electronic printing on a regularly-scheduled or ad hoc basis for forms that are variable data driven (data is different on each page, e.g. pay cheques, tax bills, etc.).

We can quickly respond to low volume requests of several thousand pages or schedule large volume printing of tens of thousands of pages to meet your requirements.

Service Desk

Our Service Desk is available to follow pre-defined incident and problem management procedures for your service through a central point of contact. Our Service Desk is staffed by knowledgeable IT people who will take your call, record it in a database, and provide guidance and assistance to address your concerns.

Licensing Management

Our Licensing Management services provide you with coordinated vendor relationship management and license program administration. We offer:

- contractual compliance management for common hardware and software products
- major software upgrade forecasts and product roadmaps
- product lifecycle and transition advice
- corporate and departmental requisition administration
- license program benefit administration
- software asset tracking
- software provision and reference library maintenance
- product activation consulting

CONNECTIVITY

Our Connectivity services provide you with the ability to securely connect desktops and servers to the City's internal network. Our services allow you to:

- access applications, systems and resources located in multiple data centres - internally or on the Internet
- transfer data back and forth, permitting your employees to communicate electronically
- provide secure network connectivity for desktops, servers, applications and site-to-site Connections to Local Area Networks (LAN)
- provide secure access to the City's email system

Network infrastructure is a key foundation of our Connectivity services that provides:

- network connection and content security
- data security
- capacity planning, monitoring and delivery
- application performance and integration

We include the following elements in all our Connectivity services:

- integration of network infrastructure components and technologies
- migration of network technologies to newer ones
- continuous improvements in reliability, availability and performance
- solutions that address security concerns related to:
 - access
 - data protection
 - legal/regulatory requirements
- mission-critical support services

Secure Client and Device Connectivity

Our Secure Client and Device Connectivity services provide you with secure access to internal and external networked-based resources and applications. We offer:

- secure client and device connection for accessing the City's email system
- secure IT environment for desktops and laptops connected to the City's network
- mobile email access
- Wireless Local Area Network (WLAN) and roaming wireless data services
- secure remote access
- desktop backup

Site-to-site Backbone Connectivity

Our Site-to-site Backbone Connectivity services provide you with a secure network connection to and from any site within the City's network. We offer a full range of connectivity options ranging from:

- low-speed connections for small offices
- high-speed connections for offices with many clients and servers

Our secure network services provide additional customized secured connectivity for your servers or clients.

Server Connectivity

Our Server Connectivity services provide you with a server network connection to the City's network for all your data communication needs.

Networked Application Service Management

Our Networked Application Service Management services provide application network performance monitoring and optimization. We offer:

- application internet service providing internet network monitoring and bandwidth reservation
- application network performance analysis for pinpointing application performance problems
- internet activity reporting of client use
- application load balancing to improve network performance and availability

Voice-Related Services

Our Voice-Related Services provide you with the procurement and management of telephone services for all your office and plant voice communications needs. This includes:

- desktop telephone
- voice mail
- Interactive Voice Response (IVR)
- specialized calling features

For wireless requirements, we administer the acquisition, technical support and bill management for cellular telephone and mobile data services such as Blackberry devices. (Please Note: Departments are billed directly by the vendor for usage and installation charges.)

Radio Communications and Electronics

Radio Communications and Electronics provides you with a wide range of communication services including the acquisition, installation, maintenance and support of:

- two-way radios
- mobile data devices
- point-to-point microwave
- wireless data
- automatic vehicle locators
- building alarm systems
- video surveillance and monitoring systems

Our engineering staff can provide you with solutions for all your telecommunication and electronic requirements.

FURTHER INFORMATION

Our Service Catalogue contains more detailed information on our services - both technical and specialized consulting - to address your particular service needs.

Each department has an assigned customer relationship manager (CRM) to assist with your service requests.

For more information go to: <http://citynet/cit/bts>

APPENDIX D – EXISTING TECHNICAL INFRASTRUCTURE ENVIRONMENT

Servers (Production, Test, Development, Others)

- (a) The City uses HP/Intel Windows 2003 Server platforms.
- (b) The City uses the following BMC Patrol systems management products to monitor and manage the server environment:
 - (i) Patrol for Oracle
 - (ii) Patrol for Microsoft Windows Servers.

Storage

- (a) The City has recently installed the Tagma Store NSC55 Storage Subsystem replacing the aging HP EVA 4000 SAN HP StorageWorks Enterprise Virtual Array (SAN). Data storage requirements for the production and development database tiers are supported by this system. A significant amount of local disk storage is also installed on all servers to meet processing requirements.
- (b) The City uses IBM's TSM Backup/Archive product for backup and recovery services.

Database

- (a) The City uses Oracle 10g Standard Edition.
- (b) The City has implemented a functional Oracle 10g system that fulfills all application system functional requirements, provides full online back-up, recovery and reorganization facilities including database transaction logging and up-to-the-minute forward recovery, plus timely automated reporting of actual or potential errors or problems.
- (c) The City conducts database performance measurement and tuning as necessary.

Network

- (a) The City deploys TCP/IP as a communication protocol and Ethernet for LAN connectivity to support server to client (and server to server) communications. High speed fibre connections are in place to provide the necessary network bandwidth and latency requirements to meet our transaction workload plus any normal system management functions.

Client Platform

- (a) The City has in excess of five thousand (5,000) Personal Computer client workstations deployed throughout its entire organization. The vast majority of our PC's use current versions of Microsoft XP or Windows 2000, with a limited use of Vista.