



**THE CITY OF WINNIPEG**

# **REQUEST FOR PROPOSAL**

**RFP NO. 671-2009**

**PROVISION OF SOCIAL COLLABORATION SOLUTION**

Proposals shall be submitted to:

The City of Winnipeg  
Corporate Finance Department  
Materials Management Division  
185 King Street, Main Floor  
Winnipeg MB R3B 1J1

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## **PART B - BIDDING PROCEDURES**

### **B1. CONTRACT TITLE**

B1.1 PROVISION OF SOCIAL COLLABORATION SOLUTION

### **B2. SUBMISSION DEADLINE**

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, September 30, 2009.

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

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

### **B3. ENQUIRIES**

B3.1 All enquiries shall be directed to the Contract Administrator identified in D3.1.

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

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 Request for Proposal 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 Request for Proposal 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. CONFIDENTIALITY**

B4.1 Information provided to a Bidder by the City or acquired by a Bidder by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator.

B4.2 The Bidder shall not make any statement of fact or opinion regarding any aspect of the Request for Proposals to the media or any member of the public without the prior written authorization of the Contract Administrator.

### **B5. ADDENDA**

B5.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the Request for Proposal, or clarifying the meaning or intent of any provision therein.

B5.2 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.

- B5.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/bidopp.asp>
- B5.2.2 The Bidder is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Division website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.
- B5.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 8 of Form A: Proposal. Failure to acknowledge receipt of an addendum may render a Proposal non-responsive.
- B6. SUBSTITUTES**
- B6.1 The Work is based on the Plant, Materials and methods specified in the Request for Proposal.
- B6.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B6.3 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.
- B6.4 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 proposed work schedule and the dates specified in the Supplemental Conditions for Substantial Performance and Total Performance;
  - (e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the proposed work schedule and the dates specified in the Supplemental Conditions for Substantial Performance and Total Performance.
- B6.5 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.
- B6.6 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.
- B6.6.1 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.
- B6.7 If the Contract Administrator approves a substitute as an “approved equal”, any Bidder may use the approved equal in place of the specified item.
- B6.8 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 B19.1.

- B6.9 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.
- B6.10 Notwithstanding B6.2 to B6.9 and in accordance with B8.5, deviations inconsistent with the Request for Proposal document shall be evaluated in accordance with B21.1.

## **B7. TELEPHONY OVERVIEW**

- B7.1 The City of Winnipeg Telephony Infrastructure is for the most part Centrex based (approximately 5600 Centrex lines including fax lines) and serves approximately 20 City departments spread out to 530 sites. This system is a hosted solution which is currently provided by MTS Allstream on a Northern Telecom DMS100 switch. We also have approximately 400 1B (analog) lines used for alarms, modems, data connections, and some non-office (ex. construction site) locations; however all non-call-centre office landline phones are Centrex. City Connectivity staff have the ability to do basic programming changes on the MTS switch. The City also utilizes several ACQ queues that are used in various departments throughout the City. We also use PRI's (Megalink) and Microlink services for land line connectivity. These services are also provided by MTS Allstream.
- B7.2 The City of Winnipeg Wireless requirements are approximately 2300 regular cell phones, 400 Blackberries (EVDO), 20 Windows Mobile devices (EVDO), 90 EVDO PC cards, 100 Secured Wireless Network access (SWNA) EVDO cards and approximately 400 modem type devices. Our main carrier is MTS Allstream, however, for emergency redundancy purposes and certain coverage areas we have approximately 250 Rogers GSM/GPS type devices which are mainly modems, and Blackberries.
- B7.3 311 leverages the Interactive Intelligence CIC call centre suite, controlling approximately 100 SIP phones and connecting to the PSTN through Audiocodes Mediant gateways. This system is used exclusively for contact centre purposes.

## **B8. PROPOSAL SUBMISSION**

- B8.1 The Proposal shall consist of the following components:
- (a) Form A: Proposal;
  - (b) Form B: Prices;
  - (c) Solution – The Project Plan;
  - (d) Experience with similar solutions including references; and
  - (e) Response to E1 Specifications including detailed list of requirements and scenario based ease of use questions.
- B8.2 Further to B8.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B6.
- B8.3 All components of the Proposal shall be fully completed or provided, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely, to constitute a responsive Proposal.
- B8.3.1 Bidders should submit one (1) unbound original (marked "original") and five (5) copies.
- B8.4 Bidders are advised not to include any information/literature except as requested in accordance with B8.1.
- B8.5 Bidders are advised that inclusion of terms and conditions inconsistent with the Proposal document, including the General Conditions, will be evaluated in accordance with B21.1.
- B8.6 The Proposal should be submitted enclosed and sealed in an envelope clearly marked with the RFP number and the Bidder's name and address.

B8.6.1 Samples or other components of the Proposal which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the RFP number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Proposal Submission.

B8.7 Proposals submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.

B8.8 Proposals shall be submitted to:

The City of Winnipeg  
Corporate Finance Department  
Materials Management Division  
185 King Street, Main Floor  
Winnipeg MB R3B 1J1

## **B9. PROPOSAL**

B9.1 The Bidder shall complete Form A: Proposal, making all required entries.

B9.2 Paragraph 2 of Form A: Proposal shall be completed in accordance with the following requirements:

- (a) if the Bidder is a sole proprietor carrying on business in his 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.

B9.2.1 If a Proposal is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B9.2.

B9.3 In Paragraph 3 of Form A: Proposal, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Proposal.

B9.4 Paragraph 10 of Form A: Proposal shall be signed in accordance with the following requirements:

- (a) if the Bidder is a sole proprietor carrying on business in his 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.

B9.4.1 The name and official capacity of all individuals signing Form A: Proposal should be printed below such signatures.

B9.5 If a Proposal is submitted jointly by two or more persons, the word "Bidder" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Bidders in the Proposal and the Contract, when awarded, shall be both joint and several.

## **B10. PRICES**

- B10.1 The Bidder shall state a price in Canadian funds for each software application proposed on Form B: Prices.
- B10.1.1 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.
- B10.2 Bidders are encouraged to submit responses for multiple software applications and are requested to identify them separately in their Proposal.
- B10.3 The quantities listed on Form B: Prices are to be considered approximate only. The City will use said quantities for the purpose of comparing Proposals.
- B10.4 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.
- B10.5 Prices from Non-Resident Bidders are subject to a Non-Resident Withholding Tax pursuant to the Income Tax Act (Canada).

## **B11. QUALIFICATION**

- B11.1 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.
- B11.2 The Bidder and any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:
- (a) be responsible and not be suspended, debarred or in default of any obligations to the City. A list of suspended or debarred individuals and companies is available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/debar.stm>
- B11.3 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);
- B11.4 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.
- B11.5 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.



## **B12. SOLUTION**

- B12.1 Web 2.0 is the concept of using new technologies to facilitate communication, information sharing, and collaboration. It enables people with no specialized technical knowledge to create web pages, share videos and images, and blog on the World Wide Web. Web 2.0 concepts have led to the development and evolution of web-based communities, hosted services, and applications such as social-networking sites, video-sharing sites, wikis, blogs, and mashups.
- B12.2 Incorporating social collaboration software internally, harnessing the popularity of social media sites externally, and opening non-personal data to the public will facilitate our organization moving closer towards this goal. Web 2.0 will change the way the City communicates with citizens, and how employees will collaborate internally.
- B12.3 By the end of December, 2009, the City of Winnipeg plans to acquire and implement and pilot a collaboration/social software solution internally in selected service areas across the organization. Depending on the outcome of the pilot, the long-term intent is to make the collaboration/social software accessible to in excess of 5,000 users in order to:
- (a) break down silos by facilitating collaboration across the organization;
  - (b) engage staff across organizational boundaries;
  - (c) allow the organization as a whole (all departments) to work together, share and document knowledge;
  - (d) facilitate collaborative writing of documents;
  - (e) store files centrally to reduce storage space and duplication of documents;
  - (f) provide easy access to information related to an individual's work and subject matter experts;
  - (g) search for and find information and documents quickly and easily across the organization;
  - (h) capture tacit knowledge.
- B12.4 We are seeking proposals that can help the City of Winnipeg deliver an internal collaboration space for employees by the end of December, 2009. Work will begin in October, 2009. We are looking for a strong industry leader who understands internal collaboration and social software solutions and can develop a plan for implementation, integration with current systems, and community adoption.
- B12.5 The Bidder shall provide the details of how they would work with the City's Corporate Support Services team to achieve the aforementioned goal including, but not limited to:
- (a) the solution description;
  - (b) the specific technology including hardware/software that may be required;
  - (c) provide consultation services and develop a plan for implementation, integration with current systems, and community adoption;
  - (d) a project schedule, including activities, tasks and responsibilities with a timeline which demonstrates the sequence of events, considering the product delivery timeframe - end of December, 2009;
  - (e) highlight key differentiators and unique aspects of their Solution; and
  - (f) why the Bidder's solution is the most appropriate for the City.

## **B13. EXPERIENCE**

- B13.1 The Bidder shall submit information in sufficient detail for the City to evaluate their experience by providing:
- a) the name of the key individual(s) proposed to do the work and their recent experience with projects of similar scope;

- b) the details of the scope and value of three (3) similar projects identified in B13.1(a);
- c) three (3) client references for the projects identified in B13.1(a). Each reference should consist of a company name, contact name, email address and phone number.

**B14. RESPONSE TO SPECIFICATION QUESTIONS**

B14.1 The Bidder shall submit a detailed list of requirements and scenario based ease of use questions in accordance with B8.1(e) and E1.

**B15. OPENING OF PROPOSALS AND RELEASE OF INFORMATION**

B15.1 Proposals will not be opened publicly.

B15.2 After award of Contract, the name(s) of the successful Bidder(s) and the Contract Amount(s) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt>

B15.3 To the extent permitted, the City shall treat all Proposal Submissions as confidential, however the Bidder is advised that any information contained in any Proposal may be released if required by City policy or procedures, by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law.

B15.4 Following the award of Contract, a Bidder will be provided with information related to the evaluation of his submission upon written request to the Contract Administrator.

**B16. IRREVOCABLE OFFER**

B16.1 The Proposal(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Proposal.

B16.2 The acceptance by the City of any Proposal shall not release the Proposals of the other responsive Bidders and these Bidders shall be bound by their offers on such Work until a Contract for the Work has been duly executed and the performance security furnished as herein provided, but any offer shall be deemed to have lapsed unless accepted within the time period specified in Paragraph 9 of Form A: Proposal.

**B17. WITHDRAWAL OF OFFERS**

B17.1 A Bidder may withdraw his Proposal without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.

B17.1.1 Notwithstanding C22.5, the time and date of receipt of any notice withdrawing a Proposal shall be the time and date of receipt as determined by the Manager of Materials.

B17.1.2 The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Proposal or the Bidder's authorized representatives named in Paragraph 10 of Form A: Proposal, and only such person, has authority to give notice of withdrawal.

B17.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials will:

- (a) retain the Proposal until after the Submission Deadline has elapsed;
- (b) open the Proposal to identify the contact person named in Paragraph 3 of Form A: Proposal and the Bidder's authorized representatives named in Paragraph 10 of Form A: Proposal; and
- (c) if the notice has been given by any one of the persons specified in B17.1.3(b), declare the Proposal withdrawn.

B17.2 A Bidder who withdraws his Proposal after the Submission Deadline but before his offer has been released or has lapsed as provided for in B16.2 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.

## **B18. INTERVIEWS**

B18.1 The Contract Administrator may, in his sole discretion, interview Bidders during the evaluation process.

## **B19. NEGOTIATIONS**

B19.1 The City reserves the right to negotiate details of the Contract with any Bidder. Bidders are advised to present their best offer, not a starting point for negotiations in their Proposal Submission.

B19.2 The City may negotiate with the Bidders submitting, in the City's opinion, the most advantageous Proposals. The City may enter into negotiations with one or more Bidders without being obligated to offer the same opportunity to any other Bidders. Negotiations may be concurrent and will involve each Bidder individually. The City shall incur no liability to any Bidder as a result of such negotiations.

B19.3 If, in the course of negotiations pursuant to B19.2 or otherwise, the Bidder amends or modifies a Proposal after the Submission Deadline, the City may consider the amended Proposal as an alternative to the Proposal already submitted without releasing the Bidder from the Proposal as originally submitted.

## **B20. NON-CONFORMING SUBMISSIONS**

B20.1 Notwithstanding B8.1, with the exception of B2.2, if a Proponent's Submission is not strictly in accordance with any provision of this RFP, the City may, at its option:

- (a) waive the non-conformance if, in the City's opinion, the non-conformance is immaterial; or
- (b) reject the Submission as non-responsive if, in the City's opinion, the non-conformance is material.

B20.1.1 If the non-conformance is an omission, the City may, at its discretion, give the Proponent up to five (5) Business Days to supply the omitted material.

B20.2 If the requested information is not submitted by the time specified in B33.1.1, the Submission will be determined to be non-responsive.

## **B21. EVALUATION OF PROPOSALS**

B21.1 Award of the Contract shall be based on the following evaluation criteria:

- (a) compliance by the Bidder with the requirements of the Request for Proposal or acceptable deviation therefrom: (pass/fail);
- (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B9: (pass/fail);
- (c) Detailed Prices 25%;
- (d) Solution 30%;
  - (i) Flexibility to pilot solution
  - (ii) Scalability
  - (iii) Training
- (e) Experience 15%.
- (f) Specifications 30%.

- B21.2 Further to B21.1(a), the Award Authority may reject a Proposal as being non-responsive if the Proposal Submission is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The Award Authority may reject all or any part of any Proposal, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.
- B21.3 Further to B21.1(b), the Award Authority shall reject any Proposal submitted by a Bidder who does not demonstrate, in his Proposal or in other information required to be submitted, that he is responsible and qualified.
- B21.4 Further to B21.1(c), the Detailed Prices shall be evaluated based on the prices submitted in the Proposal.
- B21.5 Further to B21.1(d), the Solution will be evaluated based on the information submitted in response to B12 and its capacity to meet the project objectives.
- B21.6 Further to B21.1(e), Experience will be evaluated considering the information submitted in response to B13 regarding the Bidders relevant experience.
- B21.7 Further to B21.1(f), the Specifications will be evaluated considering the information submitted in response to E1.
- B21.8 This Contract shall be awarded by as a whole or by item.
- B21.8.1 Notwithstanding B10.1, the City shall not be obligated to award any item to the responsible Bidder submitting the lowest evaluated responsive Bid for the item and shall have the right to choose the alternative which is in its best interests. If the Bidder has not bid on all items, he shall have no claim against the City if his partial Bid is rejected in favour of an award of the Contract as a whole.
- B21.9 The City will award a Contract for the Solution, or components of that Solution that are determined to be in its best interests in accordance with the Evaluation Criteria set out in B21.1.
- B21.10 For the purpose of evaluation, the City will be using the prices stated on Form B: Prices.
- B21.11 If, in the sole opinion of the City, a Proposal does not achieve a pass rating for B21.1(a) and B21.1(b), the Proposal will be determined to be non-responsive and will not be further evaluated.

## **B22. DEMONSTRATIONS AND PRESENTATIONS**

- B22.1 The City may require the Bidders to provide a demonstration and oral presentation of their solution based on functional requirements as set out in this RFP.
- B22.1.1 The City, at its sole discretion, may have confidential discussions / interviews / presentations with any Bidder, and ask them to make short formal presentations (presenters will be required to supply their own demonstration equipment and material);
- B22.1.2 Bidders must be prepared to answer questions on their Proposal and shall cooperate with the City in respect to scheduling demonstrations and any other requirements imposed by the City.
- B22.2 A demonstration, on site or by way of a visit to an existing site, may be required and may include the following:
- (a) demonstration of software functionality;
  - (b) demonstration of ease of use;
  - (c) "hands-on" product use sessions; and,
  - (d) reporting functionality.

**B23. AWARD OF CONTRACT**

- B23.1 The City will give notice of the award of the Contract, or will give notice that no award will be made.
- B23.2 The City will have no obligation to award a Contract to a Bidder, even though one or all of the Bidders are determined to be responsible and qualified, and the Proposals are determined to be responsive.
- B23.2.1 Without limiting the generality of B23.2, the City will have no obligation to award a Contract where:
- (a) the prices exceed the available City funds for the Work;
  - (b) the prices are materially in excess of the prices received for similar work in the past;
  - (c) the prices are materially in excess of the City's cost to perform the Work, or a significant portion thereof, with its own forces;
  - (d) only one Proposal is received; or
  - (e) in the judgment of the Award Authority, the interests of the City would best be served by not awarding a Contract.
- B23.3 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Bidder submitting the most advantageous offer.
- B23.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his Proposal upon written request to the Contract Administrator.
- B23.4 Notwithstanding C4, the City will issue a purchase order to the successful Bidder in lieu of the execution of a Contract.
- B23.5 The Contract Documents, as defined in C1.1(n) (ii), in their entirety shall be deemed to be incorporated in and to form a part of the purchase order notwithstanding that they are not necessarily attached to or accompany said purchase order.

## **PART C - GENERAL CONDITIONS**

### **C0. GENERAL CONDITIONS**

- C0.1 The *General Conditions for Supply of Services* (Revision 2007 04 12) are applicable to the Work of the Contract.
- C0.1.1 The *General Conditions for Supply of Services* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at [http://www.winnipeg.ca/matmgt/gen\\_cond.stm](http://www.winnipeg.ca/matmgt/gen_cond.stm)
- C0.2 A reference in the proposal to a section, clause or subclause with the prefix “**C**” designates a section, clause or subclause in the *General Conditions for Supply of Services*.

## **PART D - SUPPLEMENTAL CONDITIONS**

### **GENERAL**

#### **D1. GENERAL CONDITIONS**

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

#### **D2. SCOPE OF WORK**

D2.1 The Work to be done under the Contract shall consist of Provision of an Internal Social Collaboration Software.

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

- (a) consulting including the development of a plan for implementation and community adoption;
- (b) implementation and customization of the software; and
- (c) training of City staff.

#### **D3. CONTRACT ADMINISTRATOR**

D3.1 The Contract Administrator is:  
Ashley Sokal  
Web 2.0 Project Manager  
Telephone No. (204) 918-1508  
Facsimile No. (204) 986-5966  
Email: [asokal@winnipeg.ca](mailto:asokal@winnipeg.ca)

D3.2 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.

#### **D4. CONTRACTOR'S SUPERVISOR**

D4.1 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.

D4.2 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.

D4.2.1 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.

#### **D5. CONFIDENTIALITY AND OWNERSHIP OF INFORMATION**

D5.1 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.

D5.2 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.

- D5.3 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.

## **D6. NOTICES**

- D6.1 Notwithstanding C22.3, all notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer at the following address or facsimile number:

The City of Winnipeg  
Chief Financial Officer

Facsimile No.: (204) 949-1174

## **SUBMISSIONS**

### **D7. AUTHORITY TO CARRY ON BUSINESS**

- D7.1 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.

### **D8. INSURANCE**

- D8.1 The Contractor shall provide and maintain the following insurance coverage:

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

- D8.2 Deductibles shall be borne by the Contractor.

- D8.3 The Contractor shall provide the Contract Administrator with a certificate(s) of insurance, in a form satisfactory to the City Solicitor, at least two (2) Business Days prior to the commencement of any Work on the Site but in no event later than the date specified in C4, for the return of the executed Contract.

- D8.4 The Contractor shall not cancel, materially alter, or cause the policy to lapse without providing at least thirty (30) Calendar Days prior written notice to the Contract Administrator.

## **SCHEDULE 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 D7; and
  - (ii) evidence of the workers compensation coverage specified in C6.14;
- (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.

D9.3 The Contractor shall commence the Work on the Site within seven (7) Working Days of receipt of the notice of award.

#### **D10. TOTAL PERFORMANCE**

D10.1 The Contractor shall achieve Total Performance by December 18<sup>th</sup>, 2009.

D10.2 When the Contractor or the Contract Administrator considers the Work to be totally performed, the Contractor shall arrange, attend and assist in the inspection of the Work with the Contract Administrator for purposes of verifying Total Performance. Any defects or deficiencies in the Work noted during that inspection shall be remedied by the Contractor at the earliest possible instance and the Contract Administrator notified so that the Work can be reinspected.

D10.3 The date on which the Work has been certified by the Contract Administrator as being totally performed to the requirements of the Contract through the issue of a certificate of Total Performance is the date on which Total Performance has been achieved.

#### **CONTROL OF WORK**

##### **D11. JOB MEETINGS**

D11.1 There could be a requirement to attend some initial planning meetings limited to no more than one per week.

D11.2 The Contract Administrator reserves the right to cancel any job meeting or call additional job meetings whenever he deems it necessary.

#### **MEASUREMENT AND PAYMENT**

##### **D12. PAYMENT**

D12.1 Further to C11, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

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

D13.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

## PART E - SPECIFICATIONS

### GENERAL

#### E1. SERVICES

E1.1 Bidder shall respond to each of the following items and sub-items by stating YES or NO.

Does your solution include:		YES	NO
(a)	Single sign-on capability through Active Directory		
(d)	Wiki pages		
	i. ability to attach files of any type to a wiki page		
	ii. ability to insert rich media (images, video, Flash/shockwave files) to be displayed on a wiki page		
	iii. ability to attach files which reside on the users desktop, on a server, on the web or files stored in the site database		
	iv. a formatting pane like Microsoft Word with ability to add tables, bulleted lists, styles, and edit font, size, color, to wiki pages		
	v. ability to edit the HTML source code of a wiki page		
	vi. ability to create and use templates		
	vii. ability to follow a wiki page and be notified when it is updated		
	viii. ability to set permissions on wiki pages.		
(e)	Discussion Boards		
	i. threaded discussion boards to display relationships between message topics and associated replies.		
	ii. ability to branch discussion board messages into a new thread to split off irrelevant or off-thread messages into a new line of conversation		
	iii. ability to mark a discussion as a question in order to track answers and mark as answered		
	iv. Moderation support		
	v. Spam/inappropriate content filtering		
(f)	Blogs		
	i. ability to attach files of any type to a blog post.		
	ii. ability to insert rich media (images, video, Flash/shockwave files) to be displayed in a blog post		
	iii. ability to insert images and video to be displayed in a blog post		
	iv. ability to attach files which reside on the users desktop, on a server, on the web or files stored in the site database		

	v. a formatting pane like Microsoft Word with ability to add tables, bulleted lists, styles, and edit font, size, color, to wiki pages		
	vi. ability to edit the HTML source code of a wiki page		
	vii. ability to follow a users blog and be notified of new posts		
(g)	Integrated Enterprise Instant Messaging		
	i. single sign-on through Active Directory		
	ii. screen capture		
	iii. ability to view previous chats		
	iv. multi-user chat		
	v. transfer files using Instant Messaging		
	vi. spell check		
	vii. shared whiteboard capability		
	viii. ability to integrate with the Social Software – ie. initiate IM from within the social space		
	ix. archiving capability		
	x. a manual, customizable presence setting		
	xi. automatic presence setting – synced with Outlook calendar and telephony – “at a meeting” , “on the phone”		
	xii. telephony – “click to call”		
	xiii. gateway connectivity		
	a. to public instant messaging networks such as AIM, ICQ, MSN, Yahoo, Google Talk		
	b. to mobile devices ie. BlackBerry Messenger, iPhone		
	xiv. ability to send broadcast messages to entire groups of users at a time		
	xv. ability to store messages sent to an offline user to be delivered the next time the user logs in		
	xvi. client for Windows XP Pro, Windows 2000 and Mac OS X		
(h)	Tagging		
	i. ability to tag documents, wiki pages, blog posts, and other files stored within the site with multiple tags for easy searching		
	ii. ability to create tag groups for similar tags		
	iii. ability to share and analyse tags between users		
	iv. content and/or people rating		

(j)	Groups / Spaces with permissions		
(k)	Project sites with role-based permissions		
	i. ability to assign tasks		
	ii. calendar which can sync with Microsoft Outlook		
	iii. ability to create project timelines		
	iv. discussion boards within the project site		
	v. blogs within the project site		
	vi. ability to set permissions and option to make project sites open, invitation only or secret		
	vii. ability to store files specific to the project site within that site with appropriate permissions		
(l)	User Profiles		
	i. integration with Active Directory to populate profile information		
	ii. ability to be integrated with PeopleSoft to populate profile information		
	iii. user editable profile		
	iv. user editable status updates		
	v. ability to follow another user and be notified of their wiki page edits, blog posts, etc.		
	vi. profile picture and/or avatar		
	vii. an organizational chart that is automatically generated with Active Directory data		
	viii. ability to see if a user is online		
	ix. "click to email"		
(m)	Document Management		
	i. version control		
	ii. tracking of users who have made changes		
	iii. archiving previous versions of a document		
	iv. check in/out		
	v. integration with SharePoint		
(n)	Search		
	i. search which returns related wiki pages, projects, discussions, files, blog posts, videos, groups and people		
	ii. SEO - search engine optimization		

	iii. searching of files stored in SharePoint sites as well		
	iv. people search based on profiles and interests		
	v. people and/or content recommendations		
(o)	Customizable User Dashboard such as “My Page” or “My View”		
	i. customizable to display information an employee needs to do their work		
	ii. ability to embed Extensions/Widgets such as:		
	a. RSS readers		
	b. Twitter feed readers		
	c. Google maps		
	d. YouTube videos		
	e. Flickr slideshows		
	f. HTML code		
	iii. ability to create custom widgets/extensions to display data from current systems in use. (ex. Access Databases, Oracle)		
	iv. ability to create custom widgets/extensions to display information based on business needs		
(p)	Social Bookmarking		
	i. option to make bookmarks personal or viewable to all users		
	ii. bookmarking of documents, wiki pages, blogs, discussions, videos within the site		
	iii. bookmarking of external links		
(q)	Automatic creation of Table of Contents or Site Map or has alternate way to view all files, wiki pages, blogs, etc within the site easily and quickly		
(r)	Ability to customize the user interface through use of page templates		
(t)	Reporting capability – site traffic, usage reports, adoption statistics		
(u)	Polls/Surveys		
	Does your solution	YES	NO
(v)	Have the ability to be utilized for internal and external communities		
(w)	Bridge internal and external communities – ie. employees can connect to the external community from within the internal one		
(x)	Have full parity between PC and Mac		
	i. Internet Explorer 6+		
	ii. Firefox 2+		

	iii. Safari 2+		
(y)	Have mobile device integration		
	i. Blackberry		
	ii. Windows Mobile		
	iii. iPhone		
(z)	Allow for customization through use of APIs		
	Is your solution	YES	NO
(aa)	Based on open architectural standards		
(bb)	Software supported under VMware ESX 3.5		
(cc)	Web software supported under IIS 6.0		
(dd)	Easy to use for non-technical & inexperienced users		
(ee)	Intuitive - End users require no training to begin using the software		

E1.2 The following are scenario based ease of use questions. Bidders shall provide full responses to the following questions.

- (a) A user is creating a blog post and wants to insert an image and attach an MS Office file that are both stored in the site database already, what steps will the user take to complete these tasks?
- (b) The user is finishing his blog post and wants to tag it to be easily searchable by other users under multiple keywords that may not all be referenced in the post. Describe how the user will tag his blog post.
- (c) A user started a discussion thread on a topic. Many people have responded, but the discussion is getting off-topic. The user wants to branch the off-topic posts to a new discussion thread. What steps will the user take to branch those posts off to a new thread?
- (d) A user has an instant message conversation going with a co-worker.
  - (i) What steps will the user take to send a snapshot of his desktop to the co-worker using the instant messaging software?
  - (ii) What steps will the user take to transfer a file to his co-worker using the instant messaging software?
- (e) A user has a customer with a question he cannot answer. He browses to the collaboration/social software and searches for the answer. He comes upon a blog post by someone who is a subject matter expert in that area.
  - (i) What steps will the user take to begin an instant messaging conversation with the subject matter expert?
  - (ii) How will the user know if the subject matter expert is available to chat?
  - (iii) What steps will the user take to begin a voice conversation with the subject matter expert through the instant messaging software?
  - (iv) What steps will the user take to begin an email with the subject matter expert, if she's not available?
- (f) A user is on a Macintosh computer using Firefox and is creating a wiki page. She wants to edit her wiki post by making the title bold and red, bulleting points and italicizing important words. How will the user accomplish this?
- (g) A user wants to view a list of all content in the site that she has access to – teams sites, project sites, groups, blogs, wiki pages and files. Describe how the user will view this list.

- (h) A user authored a word document with meeting minutes two weeks ago. Another user edited it 5 days ago, but accidentally removed a section that should not have been removed. How will the author compare the two versions and keep the edits from 5 days ago, but restore the section that was accidentally deleted?
- (i) A user has a SharePoint team site where many documents are stored that only team members have access to. While the user is in the collaboration/social software, she does a search for a specific document that is stored in the SharePoint site.
  - (i) Will she be able to find the document doing the search from within the collaboration/social software?
  - (ii) Will she be able to edit it and save it back to the SharePoint site?
- (j) A user is creating a project site that he only wants to be visible to coworkers he invites. He does not want this project site to be found when any user searches the collaboration/social software site. What steps will he take in creating this project site?