

# **PART E**

# **SPECIFICATIONS**

## PART E - SPECIFICATIONS

### GENERAL

#### E1. GENERAL

E1.1 These Specifications shall apply to the Work.

#### E2. SERVICES

E2.1 The Contractor shall provide paging services in accordance with the requirements hereinafter specified.

E2.2 The City requires paging services for a large number of users with widely varying needs.

E2.3 The following information is provided only as a convenience to the Bidder. This information is based on historical data. Although the City does not guarantee past usage patterns are indicative of future usage, the Bidder should consider the information in preparing his Proposal:

- (a) The City currently has approximately four hundred and thirty-six (436) pagers.
- (b) The pagers comprise three hundred seventy-one (371) numeric pagers, and sixty-five (65) alphanumeric pagers.

E2.4 Capacity and Coverage

- (a) The City requires a reliable paging service that is not subject to congestion and technical difficulties.
- (b) The Bidder shall, in his Proposal Submission, provide detailed information, for each system offered, on the capacity of the system, the number of current users on the system, and any plans to increase the number of pagers that can be supported within the Province of Manitoba.
- (c) The City requires paging services primarily within city limits but occasionally outside city limits. Some City staff travel to various rural locations on City business and/or are "on call" while in remote locations. In some instances this has necessitated the activation of their pager on a particular network.
- (d) The Bidder shall, in his Proposal Submission, describe the coverage for the following specific areas:

Beausejour, MB  
Birds Hill, MB  
Dauphin, MB  
East Braintree, MB  
Falcon Lake, MB  
Grand Beach, MB  
Hazelridge, MB  
Ile Des Chenes, MB  
Lac du Bonnet, MB  
Lake Winnipeg (South), MB  
La Salle, MB  
Lorette, MB  
Morden, MB  
Oakbank, MB  
Portage la Prairie, MB  
Ross, MB  
Sanford, MB

Brandon, MB  
Dugald, MB  
East St. Paul, MB  
Gimli, MB  
Hadashville, MB  
Headingley, MB  
Kenora, ON  
Lake of the Woods, ON  
Landmark, MB  
Lockport, MB  
Lundar, MB  
North West Ontario  
Pointe du Bois, MB  
Rosenort, MB  
Rosser, MB  
Selkirk, MB

Shoal Lake, MB  
St. Andrews Airport  
Steinbach, MB  
Stony Mountain, MB  
Teulon, MB  
Waugh, MB  
Winnipeg Beach, MB

Slave Falls, MB  
Ste. Anne, MB  
Stonewall, MB  
Stuartburn, MB  
Vita, MB  
West St. Paul, MB  
Woodlands, MB

- E2.5 The Bidder shall, in his Proposal Submission, provide accurate coverage maps, for each system (e.g., local, wide area, etc.) offered, for the Winnipeg area and the Manitoba area. The Bidder shall identify all areas that are weak in coverage (dead spots and shadow areas) and indicate what improvements are planned for these areas, complete with timetables for the improvements.
- E2.6 The Bidder shall, in his Proposal Submission, provide a detailed description of any features, systems or procedures that minimize transmission/reception failures or assist in detecting failures to allow repeat transmission.
- E2.7 The Bidder should, in his Proposal Submission, provide quantitative information, for each system offered, on service efficiency levels (e.g., the percentage of calls that are currently successfully communicated) and the methods used to measure and analyze the data.
- E2.8 The Bidder shall, in his Proposal Submission, provide detailed information on the cost of the roaming feature, including timeframe to activate, monthly rate, including Canadian and U.S. rates.

### **E3. PAGING SERVICES**

- E3.1 The City requires a paging service plan or plans which can accommodate a wide range of user needs including but not limited to paging services, rental of various types of pagers, and dispatch services.
- E3.2 The Contractor should be able to provide the following paging services:
- (a) Numeric paging consisting of:
    - (i) A caller will call the paging number and in response to a voice prompt, the caller will enter a telephone number, and enter a numerically coded message or record a voice message to a password secured voice mailbox. The pager will emit an audible tone or a silent vibrating alert and display the message. The user can call in to retrieve a detailed message from the voice mailbox.
  - OR (ii) A caller wishing to page will dial the paging number and speak to an operator. The caller will identify the pager number and leave a message which will be entered into the Contractor's paging computer as a numeric code. The pager will emit an audible tone or a silent vibrating alert and display the message. The user can call in to receive a detailed message from an operator.

The City requires either option (i) or (ii).

- (b) Alphanumeric paging consisting of:
  - (i) The City will direct enter alphanumeric messages to a pager via a dial-up modem connection, electronic mail, and/or internet connection to the Contractor's paging computer. The pager will emit an audible tone or a silent vibrating alert and display the message.

- OR (ii) A caller will call the paging number and speak to an operator. The caller will identify the pager number and leave a message which will be entered into the Contractor's paging computer as alphanumeric text. The pager will emit an audible tone or a silent vibrating alert and display the message.

The City requires both options (i) and (ii).

- E3.3 The Bidder shall, in his Proposal Submission, describe his ability to provide these services:
- (a) The City may require services to be provided in both English and French.
- E3.4 The Bidder shall, in his Proposal Submission, describe his ability to provide services (e.g., both automated voice prompts and operator service) in both languages.
- E3.5 Paging service plans offered shall not require the payment of an activation fee for new pagers or pagers being transferred from another network.
- E3.6 Paging service plans offered shall not require the payment of a termination fee for pagers being removed from the network.
- E3.7 Paging service plans offered should be based on fixed all inclusive monthly rates but may be based on:
- (a) a per call basis which shall be based on the actual number of successful incoming calls (i.e., excluding wrong numbers and hang-ups);
  - (b) a per minute of operator time basis which shall be based on the actual operator time expended on successful incoming calls (i.e., excluding wrong numbers and hang-ups).
  - (c) The Bidder shall, in his Proposal Submission, provide a detailed description of the method of measurement (e.g., initiating and terminating events or actions) and calculation (e.g., rounding up or off measured units) used for each option offered.
  - (d) If the Bidder offers a plan based on operator time, he shall, in his Proposal Submission, indicate his current average time per call for simple messages (i.e., name and telephone number) and for complex messages (i.e., one hundred and eighty (180) character alphanumeric message or equivalent).
- E3.8 Paging service plans offered shall allow seasonal users to activate and deactivate and/or alternate between paging service plans.
- E3.9 Paging service plans should not have a minimum duration exceeding one month. Term plans with a longer duration must expire at the end of the contract regardless of their nominal term.
- E3.10 Paging service plans which include pager rental shall allow the users to upgrade or downgrade hardware at no cost to the City other than the increase or decrease in the hardware component of the monthly rental charge.
- E3.11 The Bidder is not required to offer more than one paging service plan, however, a single plan may not economically meet the needs of both low and high volume users and may therefore receive a low rating in the evaluation.
- E3.12 The Bidder shall, in his Proposal Submission, provide a complete description and fee schedule for each paging service plan offered.
- E3.13 The Bidder shall, in his Proposal Submission, identify all available convenience features and services available with each pager service plan offered, indicating:
- (a) those features and services which are automatically provided at no additional cost;

- (b) those features and services which are provided at no additional cost if requested by the user; and
- (c) those features and services which are provided at additional cost if requested by the user and any applicable charges thereof.

E3.14 The Bidder shall, in his Proposal Submission, provide a detailed description of each feature or service.

E3.15 The Bidder shall, in his Proposal Submission, identify any price discount(s) that will be made available to the City during the term of the Contract. The Bidder shall provide details including the number of minutes and/or users required for each level of discount, and any other applicable conditions.

#### **E4. PAGER NUMBERS**

E4.1 Users who deactivate from the service for seasonal reasons should be able to reactivate with the same pager number.

E4.2 The Bidders shall, in his Proposal Submission, describe his ability to provide this service and identify any fees which may be applicable.

E4.3 Some of the current users advertise their pager numbers on business cards or in published directory. Therefore, especially in the case of users being transferred from another service, the Contractor should be able to assign pager numbers well in advance of activation.

E4.4 The Bidder shall, in his Proposal Submission, describe his ability to provide this service and identify any fees which may be applicable.

#### **E5. TRAINING**

E5.1 The Contractor shall provide training to City staff on available pager and system features to allow users to make effective use of the pager and the system. This service should be performed at the time of delivery of the pager.

E5.2 The Bidder shall, in his Proposal Submission, explain how this will be accomplished and identify the person(s) that would be assigned this responsibility.

#### **E6. BILLING AND REPORTING**

E6.1 The Contractor should be able to provide monthly billing in the following forms:

- (a) detailed billing by individual user detailing:
  - (i) paging service plan name or designation;
  - (ii) monthly charge;
  - (iii) usage and charges for chargeable services; and
  - (iv) total charges, adjustments and taxes for the individual user; or
- (b) summary billing by user group showing:
  - (i) paging service plan names or designations;
  - (ii) total monthly charges by plan;
  - (iii) total usage and charges for chargeable services; and
  - (iv) total charges, adjustments and taxes for the user group

E6.2 at the option of the individual user or the user group. Approximately sixty (60) separate billings per month are currently required.

- E6.3 The Bidder shall, in his Proposal Submission, indicate the availability and any applicable charges for each type of billing.
- E6.4 The Bidder shall, in his Proposal Submission, provide a sample of each type of billing and identify any options available.
- E6.5 The City will not consider for payment any additional charges (i.e., late payment charges) which are indicated on an invoice as becoming payable in less than thirty (30) Calendar Days from the receipt of any invoice.
- E6.6 The Contractor should provide monthly management reports for approximately sixty (60) defined user groups. The monthly report shall show, for pager number in the user group, pager service plan name or designation, and monthly usage and charges incurred for chargeable services (totalled by category). The reports shall be delivered to the Contract Administrator within fifteen (15) Calendar Days following each monthly cut-off date.
- E6.7 The Bidder shall, in his Proposal Submission, provide a sample report and identify any options available.
- E6.8 The Contractor shall provide a quarterly analysis report which reviews the charges incurred by each user over the previous three-month period and shall recommend any plan changes in order to achieve cost efficiencies. The report shall contain sufficient detail to quantify usage for services which, although not chargeable in the user's current plan, would be chargeable under other plans. The reports shall be delivered to the Contract Administrator within thirty (30) Calendar Days following each quarterly period.
- E6.9 The Bidder shall, in his Proposal Submission, provide a sample report and identify any options available.
- E6.10 The City may, at the time of activation or at any time during the term of the Contract, choose to prepay on a quarterly, semi-annual or annual basis. If the City, due to operational changes or budget constraints, terminates service for a prepaid user prior to the end of the prepaid term, the Contractor shall refund any unused portion of the payment less any discount which may have been applied.
- E6.11 The Bidder shall, in his Proposal Submission, indicate available prepayment options and any associated discounts offered. Discounts shall be shown separately and are not to be included in the unit price(s).
- E6.12 If the Contractor offers and the City utilizes paging service plans with fixed terms exceeding one month, an "Expiry of Term" letter shall be sent to the Contract Administrator and the individual user or user group not less than two (2) months prior to the expiry date. The Contractor shall obtain written authorization from the Contract Administrator prior to renewing term contracts.

## **E7. ADMINISTRATION AND PROBLEM RESOLUTION**

- E7.1 The Contractor should designate one (1) contact person and one (1) alternate/back-up contact. The contact person should receive all orders for activation or deactivation of pagers, enquiries, problem reports, coordinate activation and deactivation of pagers, resolve or direct the resolution of problems, and follow-up to confirm satisfactory resolution.
- E7.2 The Contractor shall provide a local Winnipeg telephone number and facsimile number, or a toll-free telephone number and facsimile number for the contact person(s).
- E7.3 The Bidder shall, in his Proposal Submission, identify the contact person(s) that would be assigned, their authority and responsibilities, and the systems and procedures currently in place and/or proposed to be provided to handle all transactions.

- E7.4 The Contractor shall not substantially alter or modify the authority and/or responsibilities of the designated contact person(s) without the prior written approval of the Contract Administrator.
- E7.5 The Contractor shall provide the Contract Administrator with written notice not less than seven (7) Calendar days prior to reassigning or replacing the designated contact person(s).
- E7.6 The Contractor shall resolve user-specific problems (problems attributable to the an individual user's pager only) within one business day of notification.
- E7.7 The Bidder shall, in his Proposal Submission, provide a detailed description, including service locations for hardware, of how user-specific problems could be handled on a twenty-four hour per day, seven day per week basis.
- E7.8 The Contractor shall report system problems (problems which may affect multiple users) to the Contract Administrator immediately upon detection. Please describe method of reporting during evening and weekend periods. Written documentation from the Contractor as to "problem resolution" must be received within seventy-two (72) hours from detection or notification.
- E7.9 The Bidder shall, in his Proposal Submission, provide a detailed description of how system problems will be handled on a twenty-four hour per day, seven day per week basis.
- E8. HARDWARE**
- E8.1 The Contractor shall supply hardware (i.e., pagers and accessories) on a rental basis and should supply hardware on a purchase basis.
- E8.2 Pagers shall be:
- (a) durable and suitable for the intended use;
  - (b) resistant to damage from high and low volume professional/industrial type usage;
  - (c) suitable for use in varied and harsh environments (e.g., indoor pool facilities);
  - (d) easy to use and able to sustain maximum usage without wear;
  - (e) compact and lightweight.
- E8.3 The Contractor should offer an assortment of types of pagers to suit varying user needs including vibration and/or tone alerting, eight (8) to thirty-two (32) message storage capacity, second line feature, group call feature, voice message repeat feature, wide area coverage and live answering as options.
- E8.4 The Bidder shall, in his Proposal Submission, identify the types of pagers that will be provided on a rental basis.
- E8.5 The Bidder shall, in his Proposal Submission, provide brochures and/or literature describing the types of pagers that will be provided on a rental basis. The Bidder shall, for each type of pager offered, identify the replacement cost in the event of loss.
- E8.6 The Bidder shall, in his Proposal Submission, provide brochures and/or literature describing the types of pagers that will be provided on a purchase basis. The Bidder shall, for each type of pager offered, identify the purchase price(s) for pagers and related accessories. Prices shall be fixed or represent a maximum price for the duration of the Contract. The Bidder shall describe how prices will be adjusted in the event of decreases.
- E8.7 The Contractor shall, at the option of the City, deliver hardware to users at various locations within the City or provide a location for pick-up by the user.

- E8.8 The Contractor should provide one location or a limited number of locations for the pick-up of hardware to ensure coordination of distribution.
- E8.9 The Bidder shall, in his Proposal Submission, identify the pick-up location and its business hours.
- E8.10 The Contractor should deliver hardware or, at the City's option, have hardware available for pick-up by noon of the following business day if ordered before 12:00 noon, or by noon of the second business day if ordered after 12:00 noon.
- E8.11 The Bidder shall, in his Proposal Submission, describe the supply and distribution network including order processing, locations of key inventories and transportation arrangements.
- E8.12 The Bidder shall, in their Proposal Submission, describe how training (see 4.17) will be provided for both delivered and picked-up hardware.

## **E9. MAINTENANCE AND REPAIR**

- E9.1 The Contractor shall be responsible for the maintenance and repair of all hardware, not including negligent or wilful damage, supplied on a rental basis. The Contractor shall perform all adjustments and repairs necessary to maintain rental hardware in good operating condition in accordance with the manufacturer's performance specifications.
- E9.2 The Contractor shall warranty all hardware supplied on a purchase basis against failure, not including negligent or wilful damage, for a period of not less than one year. The warranty shall include all labour, parts and shipping.
- E9.3 The Contractor shall be responsible for the replacement of rechargeable batteries supplied on a rental basis.
- E9.4 Maintenance and repair services, or an exchange replacement procedure, should be available on a twenty-four hour per day, seven days per week basis (see E7.7).
- E9.5 Replacement insurance, if offered, shall be at the sole option of the City.
- E9.6 The Bidder shall, in their Proposal Submission, provide a copy of any insurance coverage offered for replacement of lost or stolen pagers.

## **E10. IMPLEMENTATION**

- E10.1 The Contractor shall implement the Contract in an orderly manner with minimal disruption in service for pager users being transferred from another network.
- E10.2 The Contractor should:
- (a) assign pager numbers at least thirty (30) Calendar Days prior to activation for each user being transferred from another network;
  - (b) supply pagers at least seven (7) Calendar Days prior to activation for each user being transferred from another network;
  - (c) meet with a representative from each department or user group to establish correct billing addresses and billing formats;
  - (d) provide educational sessions to departments or user groups on the efficient use of pagers;
  - (e) provide a biweekly progress report to the Contract Administrator detailing the transition process.



- (f) The Bidder shall, in their Proposal Submission, provide a detailed implementation plan addressing each of the above issues.

**E11. OTHER INFORMATION**

- E11.1 The City recognizes that the Specifications do not necessarily address all aspects of the services provided by a paging service.
- E11.2 The Bidder may, in their Proposal Submission, provide additional information that would be relevant to the City. The Bidder is cautioned that the City will evaluate such information only insofar as the Request for Proposal permits.
- E11.3 The City will not consider payment of any charges, except those imposed by a government or regulatory authority after the Submission Deadline, unless they are identified and quantified in the Proposal.
- E11.4 The Bidder shall, in their Proposal Submission, disclose all applicable charges and costs payable by the City to the Contractor or to any regulatory authority.