



THE CITY OF WINNIPEG

BID OPPORTUNITY

BID OPPORTUNITY NO. 179

SUPPLY AND DELIVERY OF TIME TRACKING SOFTWARE

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PART B - BIDDING PROCEDURES

B1. PROJECT TITLE

B1.1 SUPPLY AND DELIVERY OF TIME TRACKING SOFTWARE

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, April 25, 2006

B2.2 Bid Submissions 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 D5.1.

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 notify the Contract Administrator of the error, discrepancy or omission, or request a clarification as to the meaning or intent of the provision at least five (5) Business Days prior to the Submission Deadline.

B3.3 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.

B3.4 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.

B3.5 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 shortly before submitting his Bid.

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 materials, equipment, methods and products 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 seven (7) 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 material, equipment, method or product 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 shall 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 B13.
- B5.9 No later claim by the Contractor for an addition to the price(s) 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 Submission consists of the following components:

- (a) Form A: Bid;
- (b) Form B: Prices;
- (c) Information required to be submitted in Specifications E2 and E3;

B6.2 All components of the Bid Submission 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 in ink, to constitute a responsive Bid.

B6.3 The Bid Submission may be submitted by mail, courier or personal delivery, or by facsimile transmission.

B6.4 If the Bid Submission 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

B6.4.1 Samples or other components of the Bid Submission 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.

B6.5 If the Bid Submission is submitted by facsimile transmission, it shall be submitted to (204) 949-1178

B6.5.1 The Bidder is advised that the City cannot take responsibility for the availability of the facsimile machine at any time.

B6.6 Bid Submissions 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;
- (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 shall be original.

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 Submission 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 Prices on Form B: Prices shall include:

- (a) duty;
- (b) freight and cartage;
- (c) Provincial and Federal taxes [except the Goods and Services Tax (GST) and Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable] and all charges governmental or otherwise paid;
- (d) profit and all compensation which shall be due to the Contractor for the Work and all risks and contingencies connected therewith.

B8.2 The quantities listed on Form B: Prices are to be considered approximate only. The City will use said quantities for the purpose of comparing Bids.

B8.3 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.

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;
- (b) be responsible and not be suspended, debarred or in default of any obligation to the City;
- (c) be financially capable of carrying out the terms of the Contract;
- (d) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract;
- (e) have successfully carried out work, similar in nature, scope and value to the Work;

- (f) employ only Subcontractors who:
 - (i) are responsible and not suspended, debarred or in default of any obligation 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>); and
 - (ii) have successfully carried out work similar in nature, scope and value to the portion of the Work proposed to be subcontracted to them, and are fully capable of performing the Work required to be done in accordance with the terms of the Contract;

B9.2 The Bidder shall be prepared to 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.

B9.3 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. OPENING OF BIDS AND RELEASE OF INFORMATION

B10.1 Bid Submissions will not be opened publicly.

B10.2 Within two (2) Business Days following the Submission Deadline, the names of the Bidders and their Total 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>.

B10.3 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>.

B10.4 The Bidder is advised that any information contained in any Bid Submission 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.

B11. IRREVOCABLE BID

B11.1 The Bid(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Bid.

B11.2 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.

B12. WITHDRAWAL OF BIDS

B12.1 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.

B12.1.1 Notwithstanding GC.7.05(2), 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.

- B12.1.2 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.
- B12.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials shall:
- (a) retain the Bid Submission until after the Submission Deadline has elapsed;
 - (b) open the Bid Submission 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 B12.1.3(b), declare the Bid withdrawn.
- B12.2 A Bidder who withdraws his Bid after the Submission Deadline but before his Bid has been released or has lapsed as provided for in B11.2 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.

B13. EVALUATION OF BIDS

- B13.1 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) Functionality 60%;
 - (d) Total Bid Price 40%; and
 - (e) economic analysis of any approved alternative pursuant to B5.
- B13.2 Further to B13.1(a), the Award Authority may reject a Bid as being non-responsive if the Bid 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 Bid, or waive technical requirements if the interests of the City so require.
- B13.3 Further to B13.1(b), the Award Authority shall reject any Bid submitted by a Bidder who does not demonstrate, in his Bid Submission or in other information required to be submitted, that he is responsible and qualified.
- B13.4 Further to B13.1(c), the Functionality shall be evaluated considering all the information required to be submitted.
- B13.5 Further to B13.1(d), the Total Bid Price shall be the sum of the quantities multiplied by the unit prices for each item shown on Form B: Prices.
- B13.5.1 If there is any discrepancy between the Total Bid Price written in figures, the Total Bid Price written in words and the sum of the quantities multiplied by the unit prices for each item, the sum of the quantities multiplied by the unit prices for each item shall take precedence.

B14. AWARD OF CONTRACT

- B14.1 The City will give notice of the award of the Contract or will give notice that no award will be made.

- B14.2 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.
- B14.2.1 Without limiting the generality of B14.2, 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.
- B14.3 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.
- B14.4 Notwithstanding GC.3.01 and GC.3.02, the City will issue a Purchase Order to the successful Bidder in lieu of the execution of a Contract.
- B14.5 The Contract Documents, as defined in GC.1.01(7), 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

C1. GENERAL CONDITIONS

C1.1 The *General Conditions for the Supply and Delivery of Goods* (Form 21: 88 03) are applicable to the Work of the Contract.

C1.1.1 The *General Conditions for the Supply and Delivery of Goods* 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>.

PART D - SUPPLEMENTAL CONDITIONS

GENERAL

D1. GENERAL CONDITIONS

- D1.1 In addition to the *General Conditions for the Supply and Delivery of Goods*, these Supplemental Conditions are applicable to the Work of the Contract.
- D1.2 The General Conditions are amended by striking out "The City of Winnipeg Act" wherever it appears in the General Conditions and substituting "The City of Winnipeg Charter".
- D1.3 The General Conditions are amended by striking out "Board of Commissioners" or "Commissioner" wherever it appears in the General Conditions and substituting the "Chief Administrative Officer".
- D1.4 The General Conditions are amended by striking out "Tender Package" wherever it appears in the General Conditions and substituting "Bid Opportunity".
- D1.5 The General Conditions are amended by striking out "Tender Submission" wherever it appears in the General Conditions and substituting "Bid Submission".
- D1.6 The General Conditions are amended by striking out "Bidding Instructions" wherever it appears in the General Conditions and substituting "Bidding Procedures".

D2. SCOPE OF WORK

- D2.1 The Work to be done under the Contract shall consist of supply and delivery of time tracking software.
- (a) The business purpose and goals of the time tracking initiative is to implement a Time Tracking System and the appropriate processes that will allow departmental employees to input their work time to capture information to allow for the transition of the department to a more service based entity.
- (b) The goal of the initiative is to purchase a system that has the ability to capture and report on relevant data; provide ease of use for personnel entering data; and increase the department's capacity and capability to meet the ever changing needs of our customers

D3. TECHNICAL BACKGROUND

D3.1 Local Area Networks

- (a) The City utilizes 2 Windows 2000 Active Directory forests for Enterprise directory services. The City mainstream File and Print Servers are running Windows 2000 Server or Windows Server 2003 with a few legacy servers still using the Novell Netware.

D3.2 Desktop and Portable PC Environment

- (a) Desktop users primarily run PCs from a variety of vendors (mostly HP and IBM). Many of these operate in a Windows 2000 Professional, Windows XP Professional, Windows XP Pro Tablet and/or Windows CE environment with a limited number of PCs running Windows 9x, Windows NT 4 Workstation or Mac OS. The City also has Laptop, Tablet PC and iPaq devices.
- (b) The City has standardized on MS Office and MS Internet Explorer for office productivity and MS Exchange 2000 and Outlook 2000/XP/2003 for E-mail with an SMTP gateway to

the internet. A variety of spreadsheet and database applications are used in the City and several custom applications have been written on these platforms.

D3.3 Security

- (a) The City has Nokia Firewall appliances to implement various security zones to secure its network and IT assets. The public facing DMZ where publicly accessible devices reside is one of the security zones.
- (b) The City utilizes Symantec NAV 9 as its Enterprise anti-virus solution. An RSA ACE authentication server and the use of RSA Secure ID hard tokens enforce strong authentication for VPN and dial-in access.

D3.4 Database Servers and Software

- (a) The City's Enterprise database servers are primarily departmental-sized HP/Intel servers running MS Windows 2003 and Oracle 9i SE. Throughout the organization a variety of PC based databases are in use, including FoxPro, Dbase, Paradox, and Access/MSDE, as well as other departmental database such as MS SQL Server and IBM UDB.

D3.5 Internet/Intranet/Extranet

- (a) The City's Enterprise Internet/Intranet servers are primarily HP/Intel servers running MS Windows 2003 and MS IIS 6.0. Applications are written with ASP, COM and .Net and secured with AD security (or application based security if the user population is too large).

D3.6 GIS – Land Based Information Systems

- (a) The City's GIS application servers are primarily HP/Intel servers running MS Windows 2003, MS IIS 6.0 and GeopMedia WebMap Version 5 and HP/Intel servers running MS Windows 2003 and Oracle 9i SE (for spatial data).

D3.7 Systems Management

- (a) The City uses BMC Patrol 3.2 and Microsoft Operation Manager 2000 (MOM 2000) for Enterprise performance/availability management. Plans are underway to extend capacity planning and service level management. The City also uses Remedy ARS Helpdesk for Enterprise problem/change management. Full life cycle IT asset management is planned as well as integration with the help desk and ERP. A number of departments have implemented their own Help Desk/Asset Management and Problem Management systems. Majority of Windows servers and PCs are using various internal SUS (Systems Update Services) servers for system updates. A plan to migrate SUS to WUS (Windows Update Service) for consolidating the Windows, Exchange, SQL and Office systems updates is set for mid of 2005.

D3.8 Backup/Recovery and Storage Management

- (a) The City has IBM TSM for Enterprise back-up/recovery solutions for the distributed computing platforms and applications (utilized by most departmental systems). A process is underway to implement D2D2T (Disk to Disk to Tape) backup/recovery solution for enhancing the TSM service. Currently all Enterprise servers use locally attached storage (some with RAID arrays) except the ERP systems which utilize a HP EVA 5000.

D3.9 Printing

- (a) An IBM InfoPrint/WIN2003 system is used to cluster a pool of HP LJ9000/8100 Printers to provide remote mainframe and high volume distributed computing platform printing service (i.e. Water Work Bills, Assessment Notices, Property Tax Bills). Many department sites currently using the applications have printers installed for hard copy

output. The plotters and printers are all network attached using TCP/IP protocols. The City's Print Shop also run a high volume Digital Print Solution for B/W and Color papers with editing and finishing package capabilities.

D3.10 ERP System

- (a) The City has implemented PeopleSoft Version 8 Financial, Human Resources and Enterprise Planning functionality to address its ERP requirements. All major financial and HR systems within the City integrate with the PeopleSoft environment.

D3.11 Communications Network

- (a) The City of Winnipeg Backbone Network Infrastructure is the framework that will allow data communications between the City departments regardless of their location (currently over 150 buildings). All devices connected through the Backbone can communicate with each other. A variety of internetworking technologies are used in the Backbone Network Infrastructure. These range from 10/100/1000BaseT fibre optic connectivity for buildings with large LANs, 11 Mbps fixed wireless for medium sized LANs and 1 Mbps ADSL over VPN connections for small LANs.

D4. DEFINITIONS

D4.1 When used in this Bid Opportunity:

- (a) "**Business Day**" means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
- (b) "**Submission Deadline**" and "**Time and Date Set for the Final Receipt of Bids**" mean the time and date set out in the Bidding Procedures for final receipt of Bids;
- (c) "**CD**" means a non-magnetic, polished, optical disk used to store large amounts of digital information, a medium that can hold 700 MB (Megabytes) of data;
- (d) "**DVD**" means Digital Video Disc, though marketers unofficially refer to it as the Digital Versatile Disc. DVD uses a 5-inch disc with anywhere from 4.5 Gb (single layer, single-sided) to 17 Gb storage capacity (double-layer, double sided). It uses MPEG2 compression to encode 720:480p resolution, full-motion video and Dolby Digital to encode 5.1 channels of discrete audio. The disc can also contain PCM, DTS, and MPEG audio soundtracks

D5. CONTRACT ADMINISTRATOR

D5.1 The Contract Administrator is:

Jim Sullivan
Corporate Information Technology
Winnipeg, MB R3B 1B9

Telephone No. (204) 986-2188
Facsimile No. (204) 986-5966

D6. NOTICES

- D6.1 GC.7.05 is hereby amended to delete reference to "registered mail" and to replace same with "ordinary mail".
- D6.2 GC.7.05 is further amended hereby to include delivery by facsimile transmission (fax) as an acceptable means of delivering notices, consents, approvals, statements, authorizations, documents or other communications required or permitted to be given under this Contract.

Deliveries by fax will be deemed to have been received on the day of delivery, if a business day, or if not a business day, on the business day next following the day of delivery.

D6.3 Further to GC.7.05, all notices, consents, approvals, statements, authorizations, documents or other communications to the City, except as expressly otherwise required in D6.4, D6.5 or elsewhere in the Contract, shall be sent to the attention of the Contract Administrator at the address or facsimile number identified in D5.1.

D6.4 All notices of appeal to the Chief Administrative Officer shall be sent to the following address or facsimile number:

The City of Winnipeg
Chief Administrative Officer Secretariat
Administration Building, 3rd Floor
510 Main Street
Winnipeg MB R3B 1B9
Facsimile No.: (204) 949-1174

D6.5 All notices, requests, nominations, proposals, consents, approvals, statements, authorizations, documents or other communications required to be submitted or returned to the City Solicitor shall be sent to the following address or facsimile number:

The City of Winnipeg
Corporate Services Department
Legal Services Division
185 King Street, 3rd Floor
Winnipeg MB R3B 1J1
Facsimile No.: (204) 947-9155

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

SCHEDULE OF WORK

D8. COMMENCEMENT

D8.1 The Contractor shall not commence any Work until he is in receipt of a Purchase Order authorizing the commencement of the Work.

WARRANTY

D9. WARRANTY

D9.1 Notwithstanding GC.10.01 and GC.10.02, the warranty period for each item of Work supplied shall begin on the date of successful delivery and shall expire one (1) year thereafter unless extended, in which case it shall expire when provided for thereunder.

D9.2 Notwithstanding GC.10.01 and GC.10.02, if any law of Manitoba or of the jurisdiction in which the Work was manufactured requires, or if the manufacturer provides, a longer warranty period or a warranty which is more extensive in its nature, then the provisions of such law or manufacturer's warranty shall apply.

PART E - SPECIFICATIONS

GENERAL

E1. GENERAL

E1.1 These Specifications shall apply to the Work.

E2. GOODS

E2.1 The Contractor shall supply time tracking software in accordance with the requirements hereinafter specified.

E2.2 Mandatory Technical Requirements:

- (a) The time tracking system must run on a MS-SQL or Oracle database platform; and
- (b) The time tracking system must be web based.

E2.3 Time Tracking Software minimum functional requirements. The Bidder should detail how their product complies with the following general specifications which are the minimum requirements for this software:

(a) Data Model

- (i) The time tracking system should have the capability to enter data and report at different levels and categories with the minimum ability to track against three dimensions (client/service/activity)
- (ii) The time tracking system should have the ability to provide a unique identifier to track time according to project boundaries in addition to normal categories//dimensions.
- (iii) The time tracking system should have the ability to enter and report on time to address direct billing requirements.
- (iv) The time tracking system should have the ability to filter tasks or categories for individuals to enter time based on based on the needs on the individual or their work unit.
- (v) The time tracking system should have the ability to have multiple administrators to easily add/remove time tracking categories for their staff
- (vi) The time tracking system should have the ability to consistently name common categories across all work units to be able to report across the departments. Ex. Sick time, Vacation Time, etc.

(b) Data Entry

- (i) The time tracking system data entry process should be simple and intuitive by all those involved
- (ii) The time tracking system should have the ability to track special categories of time (such as banked time or flex time)
- (iii) The time tracking system should have the ability to easily add notes to time entries and report on the contents
- (iv) The time tracking system should have the ability to record time at 15 minute intervals

(c) Reporting

- (i) The time tracking system should have the reporting capability to allow customized reporting and support either a daily, weekly, monthly and annual review.
- (ii) The time tracking system should have ad hoc reporting capability to allow work unit manager to analyze their staff's data in any manner they wish.

- (iii) The time tracking system should have the capability to flag staff who have not entered their time and automatically notify work the unit manager.
- (d) Application Interfaces
 - (i) The time tracking system should have the ability to interface to a problem and incident management system, i.e. ARS Remedy or equivalent.
 - (ii) The time tracking system should have the ability to interface to a billing system and provide billings on a minimum monthly basis.
 - (iii) The time tracking system should integrate to a service price modeling system to ease ongoing maintenance of pricing models.
 - (iv) The time tracking system should have an absence reporting interface to PeopleSoft i.e. email.
 - (v) The time tracking system should integrate with Payroll information so actual staff member cost of activities can be calculated.
 - (vi) The time tracking system should have an interface to report OT/shift information for payroll to eliminate need for double time recording.
 - (vii) The time tracking system should be able to interface to work order systems
 - (viii) The time tracking system should have the ability to integrate with project planning tools, i.e. Microsoft Project, Outlook tasks
 - (ix) The time tracking system should have the ability to interface to calendar function (i.e. Outlook) to update team absence calendars, and personal calendars.
- (e) Security
 - (i) The time tracking system should have a hierarchical organization role based security feature. Security provided to different levels of organization for reviewing time tracking information. Each work unit manager can fully control data entry and reporting for their staff but not another work unit.
 - (ii) The time tracking system should have the ability to provide rights for work unit administrators when they are not available.
 - (iii) The time tracking system should use Active Directory for authentications
- (f) Other
 - (i) The time tracking system should be scalable.
 - (ii) The time tracking system should provide help and support capabilities
 - (iii) The time tracking system should not require client device install or configuration.
 - (iv) It is requested that the Bidder provide a reference list of Canadian and United States clients where a minimum of 100 seats are being used. Please include:
 - Name of Company
 - Address
 - Contact Person
 - Phone Number
 - # of seats purchased
 - Brief description of configuration details and how the referent site compares to sections D3 and E2.3.
- (g) Supporting media shall be either compact disks such as CD-R disk or DVD format.

E3. INFRASTRUCTURE TECHNICAL ENVIRONMENT

- E3.1 To assess the degree to which the technology of the proposed application fits the City's technical environment. Environment requirements typically include the client, server and network. Server requirements focus on hardware and operating systems compatibility. The

choice of a database management system is included in the server requirements. Network requirements should focus on compatibility with particular emphasis on network protocols and bandwidth requirements for local and remote users. Client requirements should focus on desktop hardware, operating systems and graphical environments. Client requirements assess whether implementation of a single product can cover multiple desktop environments. Both qualitative and objective metrics are used to establish performance ratings.

E3.2 Servers (Production, Test, Development, Others)

- (a) The City prefers HP/Intel Windows 2003 Server platforms based on existing staff skill sets, and will consider others based on their overall merits with regards to their capability to best meet the City's needs as recommended by the Bidder. The system will eventually be used by as many as 150 named users, with as many as 50 Logged on users and as many as 50 concurrent (active) users processing transaction volumes of 4000 (includes general admissions) on an average day with substantially higher volumes in peak periods.
- (b) In addition to configuring the servers to meet application user demands, please consider the impact on the server workload and storage space of the installation of your recommended systems management software in Specification E8.4
- (c) Recommend appropriate server hardware configurations including operating system software to satisfy the City production, test, development and other appropriate (such as training and/or research) processing demands, providing reliability, availability and performance commensurate with a mission critical application.
- (d) The Bidder should agree to remedy any of the specified hardware or systems software configurations at the Bidder's cost, if sub-second response time is not achieved for typical online transactions and availability requirements in excess of 99.0% for prime time scheduled availability are not met during the acceptance test period.
- (e) Describe the methodology used to configure the recommended server configurations and what methodology the City should use to perform future capacity planning as the growth of the application systems evolves.
- (f) Describe warranty terms and maintenance provisions and services related to the recommended server hardware and software configurations. Please include all license, maintenance, warranty and support agreements.
- (g) Provide a list of appropriate technical courses related to the proposed hardware and operating system configurations including formal courses, online tutorials, computer based training, prices and locations
- (h) Describe online help/documentation and hardcopy documentation for the proposed hardware and system software configurations to be delivered with the project implementation.

E3.3 Storage

- (a) Recommend an appropriate storage configuration to satisfy the City's production, test, development and other appropriate (such as training and/or research) live production and historical data storage demands, providing reliability, availability and performance

E3.4 Database

- (a) The City prefers Oracle 9i Standard Edition based on existing staff skill sets, and will consider others based on their overall merits with regards to their capability to best meet the City's needs as recommended by the Bidder. Recommend a fully functional Relational Database Management System (RDBMS) software solution that will fulfill all application system functional requirements, provide 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.

- (b) The City is currently licensed for a range of Oracle database assets and so the Bidder should make the inclusion of any Oracle system software licenses and maintenance an optional portion of the Bid (to be exercised at the discretion of the City).
- (c) Describe the methods employed for performance and tuning
- (d) Describe warranty terms and maintenance provisions and services related to the recommended server hardware and software configurations. Please include all license, maintenance, warranty and support agreements
- (e) Provide a list of appropriate technical courses related to the installation and technical support of the RDBMS including formal courses, online tutorials, computer based training, prices and locations
- (f) Describe online help/documentation and hardcopy documentation delivered with the project implementation for the proposed database software

E3.5 Network

- (a) Confirm that the application software supports TCP/IP as a communication protocol and Ethernet for LAN connectivity
- (b) Describe the network requirements for server to client (and server to server) communications. These should specify the minimum recommended network bandwidth and latency requirements for average transactions and for any normal system management functions.
- (c) Describe any options to minimize network bandwidth requirements for server to client (and server to server) communications over low speed network connections (less than 1 Mbps).

E3.6 Client Platform

- (a) Describe the certified hardware and operating system platforms for the client tier with both minimum and recommended configurations

E4. DELIVERY

E4.1 Goods shall be delivered FOB destination, freight prepaid, within thirty (30) Calendar days of award, to:

Corporate Information Technology Department
5th Floor
510 Main Street
Winnipeg, MB

E4.2 Goods shall be delivered between 8:30 a.m. and 12:00 noon, and 1:00 p.m. and 3:30 p.m. on Business Days.