



**THE CITY OF WINNIPEG**

# **BID OPPORTUNITY**

**BID OPPORTUNITY NO. 198**

**SUPPLY AND INSTALLATION OF TELEPHONE RECORDING SYSTEM FOR  
PUBLIC WORKS BILLING SERVICES DIVISION**

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## **PART B - BIDDING PROCEDURES**

### **B1. PROJECT TITLE**

B1.1 SUPPLY AND INSTALLATION OF TELEPHONE RECORDING SYSTEM FOR PUBLIC WORKS BILLING SERVICES DIVISION

### **B2. SUBMISSION DEADLINE**

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, November 3, 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 D3.1.

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; and
- (c) Information required to be submitted in Specification E2 to E17.

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.

## **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;
  - (g) have a written workplace safety and health program in accordance with The Workplace Safety and Health Act (Manitoba);
- 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) Technical suitability **30%;**
- (d) Total Bid Price **70%;**
- (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(d), technical suitability will be evaluated on the basis of the recommended solution's 'fit' with the City's requirements and technical environment and the degree to which the requirements outlined in Specification E3.

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.

B13.6 This Contract will be awarded as a whole.

### **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. DEFINITIONS

- D2.1 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;

#### D3. CONTRACT ADMINISTRATOR

- D3.1 The Contract Administrator is:
- Ed Richardson  
Communication Systems Engineer  
Corporate Information Technology, IT Operations and Infrastructure Division  
421 Osborne Street
- Telephone No. (204) 986-6002  
Facsimile No. (204) 986-2666

#### D4. NOTICES

- D4.1 GC.7.05 is hereby amended to delete reference to "registered mail" and to replace same with "ordinary mail".
- D4.2 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.

- D4.3 Further to GC.7.05, all notices, consents, approvals, statements, authorizations, documents or other communications to the City, except as expressly otherwise required in D4.4, D4.5 or elsewhere in the Contract, shall be sent to the attention of the Contract Administrator at the address or facsimile number identified in D3.1.
- D4.4 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 Administrative Officer Secretariat  
Administration Building, 3rd Floor  
510 Main Street  
Winnipeg MB R3B 1B9  
Facsimile No.: (204) 949-1174
- D4.5 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**

### **D5. AUTHORITY TO CARRY ON BUSINESS**

- D5.1 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.

## **SCHEDULE OF WORK**

### **D6. COMMENCEMENT**

- D6.1 The Contractor shall not commence any Work until he is in receipt of a Purchase Order authorizing the commencement of the Work.

## **WARRANTY**

### **D7. WARRANTY**

- D7.1 Further to GC.10.01, if a defect or deficiency prevents the full and normal use or operation of the Work or any portion thereof, for purposes of calculating the warranty period, time shall be deemed to cease to elapse for the defective or deficient portion, and for any portion of the Work whose use or operation is prevented by such defect or deficiency, as of the date on which the defect or deficiency is observed or the use or operation is prevented and shall begin to run again when the defect or deficiency has been corrected or the Work may be used or operated to the satisfaction of the Contract Administrator.

D7.2 Notwithstanding GC.10.01, GC.10.02 and D7.1, 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 These Specifications shall apply to the Work.

E2.2 The Contractor shall supply a Telephone Recording and Logging System in accordance with the requirements hereinafter specified.

#### E3. BASIC TECHNICAL OVERVIEW

E3.1 The system shall be based on **“Purpose built” hardware** and not consumer quality sound cards on a PC platform.

(a) The main recording system shall be specifically designed hardware for the purpose of audio recording and playback.

(b) The use of PCs for remote access and system administration is acceptable.

E3.2 The technical parameters herein represent the minimum acceptable performance requirements when indicated as a must or shall. Options to the system will be clearly stated as an option and are to be priced separately in the Bidder's proposal submission.

E3.3 The system shall consist of the main recording unit hardware, software, all cabling, programming and installation labour required to install the system as outlined in these specifications. User, administrator and maintenance level training shall be included as options.

E3.4 The City of Winnipeg Public Works Department envision the Telephone recorder shall consist of a system whereby audio and supporting data is captured, recorded and saved in an “Online” storage medium. Periodically, this data may be transferred from the Online storage to an Archive storage medium. The archive medium shall be removed from the Telephone recorder and stored remotely from the system. The system shall allow playback of recorded audio from both the online storage and the archive medium. Archive medium shall be capable of being played back on a separate unit.

E3.5 Installation of the system shall conform to all CSA and City of Winnipeg Electrical Codes. Where applicable, all equipment shall utilize UL/CSA approved power supplies.

E3.6 The system shall allow simultaneous record and playback. Playback of archived or local data shall not interfere with the ongoing recording.

E3.7 The Telephone recording system should be a self-contained system. All the input channels, archiving, playback and processing should be contained within a single physical module. The use of additional modules for increased online storage is acceptable.

E3.8 The Telephone recorder shall be capable of being placed on a network to allow remote access to archived audio or to allow monitoring of live calls.

E3.9 A minimum of 16 telephone channels will be recorded. Expandability of the new system is mandatory.

- E3.10 Currently there is no recording system used on these lines.
- E3.11 Updates to the Telephone recorder system's software or firmware shall be performed by remote access via a downloadable method. Bidders shall detail the procedure(s) to perform future software/firmware upgrades.

#### **E4. MAIN RECORD PLAYBACK UNIT**

- E4.1 The following are the requirements for the hardware used to record, playback and archive the selected audio signals: Bidder shall provide in their response detailed information of their proposed system specifications covering the following areas.
- E4.2 The following specifications refer to the number, type, and configurations of the input channels:
- (a) The system must support a minimum of 16 input channels at the time of installation with the capability to expand.
  - (b) The bidder shall describe in detail in what manner additional channels may be added. This shall include in what multiple the channels may be added; whether the channels are internal or external; and limitations on the maximum number of channels. Bidder shall include pricing for incremental expansions on the schedule of prices.
  - (c) Channels used to record telephone calls shall accept the analog voice and digital data signals direct from a Meridian Centrex system.
  - (d) Two channels shall be capable of being configured to record two-way radio audio.
- E4.3 Bidder shall describe in detail any limitations on the input channel configuration and the process required to change impedances.
- E4.4 Each input channel should have a frequency response +/- 2 dB from 300 Hz to 3300 Hz. Bidder shall state the frequency response of the input channel.
- E4.5 The signal to noise ratio of each input channel shall be a minimum of 50 dB.
- E4.6 The cross talk between any two input channels must be a minimum of 60 dB.
- E4.7 The hardware used for the input channels shall be purpose built by the system manufacturer. Generic commercially available cards or modules will not be acceptable.

#### **E5. ONLINE STORAGE**

- E5.1 The Public Works Department currently is experiencing a call volume of approximately 9 call hours per day.
- E5.2 Based on the current usage, PWD would like to maintain online storage for a minimum of 12 months. Bidder shall detail the online storage capacity and the costs associated with increasing this storage.

#### **E6. ARCHIVE SYSTEM**

- E6.1 The PWD does not want to regularly or automatically archive all the recorded data. Archiving should be capable of being restricted to predetermined calls and performed manually by an operator.
- E6.2 Bidder shall state the archive storage system including
- (a) the media options available,
  - (b) the capacity in call hours.



- (c) Formats available for audio files
- (d) Methods used to ensure the integrity of the archives (tamper protection)

E6.3 All archive media must have a shelf storage life of a minimum of twenty (20) years when stored as per the manufacturer's recommendations. The bidder shall provide details of acceptable storage environments and expected storage life.

E6.4 The archive media must be secure from accidental or deliberate erasure or alterations. Bidder shall detail how this is accomplished. Bidder shall detail what steps or procedures are required to re-use media that has been used.

## **E7. CALL RECORDS DATA**

E7.1 In addition to the actual call audio, the audio recording system should automatically create a database of all calls. The following sections detail the mandatory and desirable data that should be stored with the audio information.

- (a) The call record shall include the time the call originated.
- (b) The call record shall include the date the call originated.
- (c) The call record should include the incoming or outgoing telephone number
- (d) The call record should include the duration of the call.
- (e) The call record shall include the channel name or number of the input channel that the audio was recorded on.

E7.2 The call record database shall be searchable based on key fields. These fields include but are not limited to:

- (a) Date
- (b) Time
- (c) Input channel

E7.3 Bidder shall detail the search abilities and limitations.

E7.4 The call records database should be available from a remote PC or via a network connection.

E7.5 The Bidder shall provide details on any restrictions on the call records database size or capacity.

E7.6 The call records database should allow fields that could be used to annotate or label the call.

E7.7 Updates to the Telephone recorder hardware, firmware or software, should not alter the call records database. If required, a procedure should be available to migrate the database as future changes are implemented.

## **E8. AUDIO INPUT USER INTERFACE**

E8.1 The following sections detail the mandatory and desirable Audio Input interfaces the audio logging system should possess:

- (a) All audio inputs shall be via the rear panel of the audio logging system. The bidder shall detail the connections to the main logging system.
- (b) All audio connections should be made using a shielded connector.

## **E9. REMOTE ACCESS USER INTERFACE**

- E9.1 The following sections detail the mandatory and desirable Remote Access interface the audio logging system should possess.
- E9.2 The bidder shall detail the options available for remote access to the archive and online data. Details should include hardware and software requirements, type of connection, (Ethernet, Serial, Parallel, etc), security measures, and limitations on accessible features, if any.
- E9.3 The system should support multiple simultaneous connections from remote users. The bidder shall detail the number of simultaneous users that can be supported, and any limitations on accessible features.
- E9.4 The bidder shall indicate the costs to provide a minimum of three remote clients.
- E9.5 The cost to add additional clients shall be provided by the bidder.
- E9.6 Remote access must utilize a password system. As a minimum, the system should provide at least two levels of access, a system administration level allowing full access and a user level with access restrictions. The bidder shall describe the security levels, access privileges and maximum number of remote users available.
- E9.7 The remote access connectors shall be mounted on the rear panel of the host system. Connections to a network, a printer or a remote terminal shall use industry standard connections and pin outs.
- E9.8 The remote user interface shall be a structured graphical user interface (GUI). From the remote interface, the user should have access to the following features:
- (a) Record
  - (b) Playback
  - (c) Search
  - (d) access to online storage
  - (e) access to archived media
  - (f) processing of calls such as creating audio files
- E9.9 During playback of recorded audio, the operator shall have the ability to stop and pause playback. Calls that are paused shall be capable of being resumed from the point at which they were paused.
- E9.10 During playback, the user should have the ability to continuously loop a specified selection of audio.
- E9.11 An important functional requirement is the ability to make audio files of selected recorded calls. These files could be used for investigations, training, or court purposes. The recorded calls could originate from either the online storage or the archived medium. The desired format of the recordings is WAV formatted files. Bidder shall describe available file options.

## **E10. ALARM INTERFACE**

- E10.1 The following sections detail the mandatory and desirable Alarm interfaces the audio logging system should possess:
- (a) The audio logging system should provide alarms and warnings by the following methods:
    - (i) Visual warning on front panel
    - (ii) Audible alarm capable of being disabled

- (iii) Alarm output such as relays used for alarm monitoring at a remote location.
- (iv) Alarm or warning messages on all remote clients
- (b) As a minimum, the system shall generate alarms for the following scenarios:
  - (i) Storage media full
  - (ii) System Faults
  - (iii) Storage Device fault

E10.2 The system should display a warning when the storage media is nearing capacity.

E10.3 The system should display an alarm or warning if an attempt is made to erase or re-record archived data.

E10.4 Relay contacts should be available for remote indication of alarms. Bidder should describe if this option is available and what events can be monitored. As an option, Bidder should indicate any remote displays, indicators or alarms that are available, their costs, and installation costs.

E10.5 All external connections for alarm relays shall be made via the rear panel.

## **E11. OPTIONS**

E11.1 The Bidder may include in their Bid Submission a schedule of prices for all available options for the audio logging system. A brief explanation of each option and its relevance to the proposed solution is also required.

## **E12. RECORDING**

E12.1 Each input channel shall have a programmable input trigger that once received, will initiate the recording process.

- (a) Input trigger options shall include both off-hook (OH) and Voice detection (VOX). Bidders shall detail trigger options available.
- (b) Channels configured for VOX recording, shall have an adjustable time delay that will maintain the recording process during brief interruptions of voice. Bidder shall detail the VOX capabilities of their proposed solution.
- (c) Channels configured for off-hook operation should respond to signals from within the Centrex system. Bidders shall detail what options are available for off-hook detection.
- (d) The recording must reproduce the actual call as accurately as possible. The use of filters or other digital signal processing (DSP) techniques to enhance the recorded call is not acceptable. The use of DSP techniques is acceptable on playback only, and only if the user can disable them. Bidder should include details on available filters and digital signal processing functions that can be applied to the recorded playback.
- (e) Automatic Gain Control (AGC) shall be adjustable and set on an individual channel basis.

E12.2 Recording on each channel shall be individually enabled or disabled.

## **E13. INSTALLATION**

E13.1 The Bidder shall be responsible for the installation of the system, to be located at 510 Main Street in Winnipeg, Manitoba.

E13.2 For the purpose of pricing and evaluation, bidders shall assume that the current telephone interface board is approximately 200 feet (60 meters) away from the desired recorder unit

location. Exact locations and distances will be determined after award of contract considering the space and size requirements specified in the bid response.

- E13.3 The Bidder shall detail exact physical space requirements for all elements of the system.
- E13.4 The Bidder shall include in his price, all necessary cabling, labels, terminal blocks and connections, and labour.
- E13.5 The City of Winnipeg will supply and install all necessary network connections and AC outlets.
- E13.6 The City of Winnipeg Communications Systems Branch (CSB) technical staff are available to assist with any pre-installation work or the final installation. Bidder shall provide a reduction amount available for utilizing the CSB staff.
- E13.7 The Bidder's proposal shall include a plan describing in detail the step-by-step procedure for installation of the system. The plan should outline any work that can be completed before the installation of the fixed equipment. The plan should also outline the expected manpower requirement for the installation of the system.
- E13.8 All cabling used in this installation is required to be FT.4 rated.
- E13.9 Installation of the system shall conform to all CSA and City of Winnipeg Electrical Codes.

#### **E14. MAINTENANCE AND AFTER SALE SUPPORT**

- E14.1 The Bidder shall detail the maintenance of the system and all its components. Further to D10 a minimum one (1) year parts, labour and service warranty on all components of the system is required and is to be included in the system cost.
- E14.2 The standard one-year maintenance contract the City would consider as a minimum would contain the following:
  - (a) One (1) year software maintenance covering any software upgrades and defects of the software specific to the application. A defect in the software would extend the one (1) year contract until such time as the defect is corrected.
  - (b) One (1) year replacement warranty on all hardware components. Should a component fail it will be the responsibility of the supplier to troubleshoot and replace component.
- E14.3 The Bidder shall include a detailed breakdown of the service capability of their organization. This shall include:
  - (a) Number of Field Service Engineers
  - (b) Breakdown of engineering support organization supporting product maintenance
  - (c) Breakdown of available maintenance plans i.e. 5 year Maintenance and Service Contract
  - (d) Estimated maintenance costs for the first five years of operation
- E14.4 Software upgrades are to be provided at no charge within the first year and are to be included in any service contract.
- E14.5 The Bidder shall provide the details and costs, if any, of the available technical support programs. Technical support on a 24 hour, 7 day per week basis should be available via a toll free telephone number.
- E14.6 In the event of a system failure, the Bidder shall provide details as to typical service response times. These shall include:
  - (a) Estimated time before a technician is on site.

(b) Estimated time to affect a repair or replacement of a defective module.

E14.7 The Bidder shall provide the details and costs, if any, to extend the maintenance for years two (2) through five (5).

## **E15. TRAINING**

E15.1 The Bidder, as part of the proposal, shall submit a training plan. The training plan will be based on three levels of training.

(a) Standard user (operator)

(b) Supervisory and system administrator

(c) Theory, maintenance and service

E15.2 All training levels will include all subsequent lower levels of training (i.e. training level (c) above will include standard user, supervisory user and system administration training).

E15.3 The proposal will define the content of the courses to be provided and a training schedule outlining the hours required for each course.

E15.4 For the purposes of pricing and evaluation, bidders shall assume a class size of 20 for the user level a) training; a class size of 6 for the administrator level b); and a class size of 6 for the maintenance level c).

E15.5 The Bidder shall describe a modular approach to the training permitting flexibility of class size and the adaptability to different training locations. Level a) and b) training sessions to be held immediately after the installation of the system. Level c) training to be held shortly thereafter.

E15.6 The Bidder shall describe any special training equipment, documentation, devices or facilities required or to be developed for all three levels of the training. The Bidder shall describe the qualifications of the training personnel. The Bidder shall identify any proposed training that will be performed by sub-contractors.

## **E16. DOCUMENTATION**

E16.1 The City of Winnipeg reserves the right to copy all documentation for internal purposes.

E16.2 The successful Bidder shall supply a minimum of five copies of each of the operation, supervisory, maintenance and service documents. Each of these manuals will be of commercial print grade quality and include the following information:

(a) Operation Manual: Basic overview of the system operationally. A detailed description of each function provided and step-by-step instructions on performing each function.

(b) Supervisory Manual: Basic overview of the system from a supervisory perspective. A detailed description of each function provided to the supervisor and step by step instructions on performing each function.

(c) Maintenance and Service Manual: Technical description of the circuit operation. Technical block diagram showing the configuration and all major elements of the system specific to the site, Internal and external cabling and interconnect diagrams. A fully technical description of all possible system reported faults and alarms. A symptom/solution guide corresponding to all system reported faults. A complete description corresponding to the procedure to be taken to undertake the proposed solution. All suggested preventative maintenance procedures associated to all system components.

E16.3 The successful Bidder shall supply to the Winnipeg Public Works Department all documentation and manuals received as support documentation for all integrated hardware and software

packages incorporated in the system as well as all original software diskettes for all imbedded software packages.

E16.4 A complete set of "As Built" drawings shall be provided within 30 calendar days of an accepted installation date

**E17. DELIVERY**

E17.1 Goods shall be delivered within thirty (30) days of award, FOB 421 Osborne Street, Winnipeg, Manitoba, freight prepaid, attention Ed Richardson.

E17.2 Goods shall be delivered between 8:30 a.m. and 4:30 p.m. on Business Days

E17.3 Installation shall be arranged with the Contract Administrator.