Council – Agenda – November 20, 2013

Report – Executive Policy Committee – November 13, 2013

Item No. 6 Award of Contract for the Provision of Telephone System Infrastructure, Related Equipment and Systems, and Cellular Wireless Services – Bid Opportunity 695-2012

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On November 13, 2013, the Executive Policy Committee concurred in the recommendation of the Winnipeg Public Service and submitted the following to Council:

1. That the bid from TELUS Communications Company be determined to be non-responsive for Section B: Wireless – Data Only.

2. That the bid from Easton Communication Services Inc. be determined to be non-responsive for Section C: Land Line Centrex / Analogue and Section D – Landline VoIP ("Voice over Internet Protocol").

3. That the Award of Contract for Provision of Telephone System Infrastructure, Related Equipment and Systems, and Cellular Wireless Services – Section A: Cellular Voice and Voice+Data, for the period from December 1, 2013 to November 30, 2016 be awarded to MTS Inc., in the reduced conditional amount of $1,533,980.35 plus MRST and GST, being the bidder who submitted the most advantageous offer for Section A.

4. That the Award of Contract for Provision of Telephone System Infrastructure, Related Equipment and Systems, and Cellular Wireless Services – Section B: Wireless – Data Only for the period from December 1, 2013, to November 30, 2016 be awarded to MTS Inc., in the conditional amount of $1,285,524.25 plus MRST and GST, being the bidder who submitted the most advantageous offer for Section B.

5. That the Award of Contract for Provision of Telephone System Infrastructure, Related Equipment and Systems, and Cellular Wireless Services – Section C: Landline Centrex / Analogue, for the period from December 1, 2013 to November 30, 2018 be awarded to MTS Inc., in the conditional amount of $7,762,805.60 plus MRST and GST, being the bidder who submitted the most advantageous offer for Section C. *

Report – Executive Policy Committee – November 13, 2013

6. That the Award of Contract for Provision of Telephone System Infrastructure, Related Equipment and Systems, and Cellular Wireless Services – Section D: Landline VoIP, for the period from December 1, 2013 to November 30, 2018 be awarded to FlexITy Solutions Inc., bid 1, in the negotiated reduced conditional amount of $6,091,711.84 plus MRST plus GST, being the bidder who submitted the most advantageous offer for Section D. *

7. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

* Note re: Recommendations 5 & 6: As the migration in technology is implemented, quantities under Section D (VoIP) will commence and quantities under Section C (Landline Centrex) will reduce. Accordingly, while the contract awards in recommendations 5 and 6 are for the full quantities throughout the term, actual expenditures under those two sections will offset one another resulting in a combined net contract value for both sections that should not exceed the currently available and scheduled amounts allocated for Landline Centrex services.

Report – Executive Policy Committee – November 13, 2013

DECISION MAKING HISTORY:

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On November 13, 2013, the Executive Policy Committee concurred in the recommendation of the Winnipeg Public Service and submitted the matter to Council.

Further on November 13, 2013, the Executive Policy Committee received submissions with respect to the Award of Contract for the Provision of Telephone System Infrastructure, Related Equipment and Systems, and Cellular Wireless Services - Bid Opportunity 695-2012 from the following:

- David Sanders, submitted a communication dated November 13, 2013
- Kelvin Shepherd, President, Manitoba Telecom Services Inc. (MTS) submitted a presentation titled "Check against delivery" dated November 13, 2013
- Shane Warnez, Regional Director, Cisco, submitted a communication and a presentation titled "Flexity / Cisco IP Telephone Recommendation" dated November 2013.

ADMINISTRATIVE REPORT

ISSUE: **AWARD OF CONTRACT FOR THE PROVISION OF TELEPHONE SYSTEM INFRASTRUCTURE, RELATED EQUIPMENT AND SYSTEMS, AND CELLULAR WIRELESS SERVICES - BID OPPORTUNITY 695-2012**

Critical Path: **Executive Policy Committee / Council**

AUTHORIZATION

Author	Department Head	CFO	CAO
E. Richardson	L. Burch	M. Ruta, CFO	M. Ruta, A-CAO

RECOMMENDATIONS

1. That the bid from TELUS Communications Company be determined to be non-responsive for Section B: Wireless – Data Only.

2. That the bid from Easton Communication Services Inc. be determined to be non-responsive for Section C: Land Line Centrex / Analogue and Section D – Landline VoIP ("Voice over Internet Protocol").

3. That the Award of Contract for Provision of Telephone System Infrastructure, Related Equipment and Systems, and Cellular Wireless Services – Section A: Cellular Voice and Voice+Data, for the period from December 1, 2013 to November 30, 2016 be awarded to MTS Inc., in the reduced conditional amount of $1,533,980.35 plus MRST and GST, being the bidder who submitted the most advantageous offer for Section A.

4. That the Award of Contract for Provision of Telephone System Infrastructure, Related Equipment and Systems, and Cellular Wireless Services – Section B: Wireless – Data Only for the period from December 1, 2013, to November 30, 2016 be awarded to MTS Inc., in the conditional amount of $1,285,524.25 plus MRST and GST, being the bidder who submitted the most advantageous offer for Section B.

5. That the Award of Contract for Provision of Telephone System Infrastructure, Related Equipment and Systems, and Cellular Wireless Services – Section C: Landline Centrex / Analogue, for the period from December 1, 2013 to November 30, 2018 be awarded to MTS Inc., in the conditional amount of $7,762,805.60 plus MRST and GST, being the bidder who submitted the most advantageous offer for Section C. *

6. That the Award of Contract for Provision of Telephone System Infrastructure, Related Equipment and Systems, and Cellular Wireless Services – Section D: Landline VoIP, for the period from December 1, 2013 to November 30, 2018 be awarded to FlexITy Solutions Inc., bid 1, in the negotiated reduced conditional amount of $6,091,711.84 plus MRST plus GST, being the bidder who submitted the most advantageous offer for Section D. *

* Note re: Recommendations 5 & 6: As the migration in technology is implemented, quantities under Section D (VoIP) will commence and quantities under Section C (Landline Centrex) will reduce. Accordingly, while the contract awards in recommendations 5 and 6 are for the full quantities throughout the term, actual expenditures under those two sections will offset one another resulting in a combined net contract value for both sections that should not exceed the currently available and scheduled amounts allocated for Landline Centrex services.

REASON FOR THE REPORT

As the total conditional amount to be paid by the City pursuant to the contract is in excess of $10,000,000 plus GST and PST, and the contract is for multiple years affecting yearly operating budgets, Council approval is required.

IMPLICATIONS OF THE RECOMMENDATIONS

- The current contracts for services covered by Sections A, B and C expire November 30, 2013 and new contracts should be in place to ensure the continuation of services.
- The contract for Section A: Cellular Voice and Voice+Data is from December 1, 2013 until November 30, 2016. The City of Winnipeg's requirement for wireless communications and devices extends to all departments. The proposed three (3) year contract provides the City with continued service.
- The contract for Section B: Wireless – Data Only is from December 1, 2013 until November 30, 2016. The City of Winnipeg's requirement for wireless communications and devices extends to all departments. The proposed three (3) year contract provides the City with continued service.
- The contract for Section C: Landline Centrex / Analogue is from December 1, 2013 until November 30, 2018. The contract for Landline (Centrex) also extends to all departments. The proposed five (5) year contract provides the City with continued Centrex service.
- The contract for Section D: Landline VoIP is from December 1, 2013 until November 30, 2018. The City of Winnipeg's requirement for Landline (VoIP) telephone service and devices extends to all departments. The proposed five (5) year contract provides the City with VoIP service.
- Separate contracts for Sections C and D will be awarded. The net contract value for both sections combined should not exceed the currently available and scheduled amounts allocated for Centrex services. As the number of VoIP lines increase the number of Centrex lines will decrease.
- Funding for these services in 2013 has been scheduled and is available within current budgets.
- The Work is on an “as required” basis and the Request for Proposal also includes the following clause:

  > D2.9 The City is considering a migration from current technologies to alternate technologies. Accordingly, notwithstanding B11.3, quantities stated on Form B may be extremely variable over the term of the Contract. Therefore, the City cannot guarantee quantities for any Section (A, B, C and D) at any time during the term of the Contract. Notwithstanding C7, in the event of substantial changes to the requirements for Work, the City reserves the right to alter the type or quantity of work performed under this Contract, or to terminate the Contract, upon sixty (60) Calendar Days written notice by the Contract Administrator. In such an event, no claim may be made for damages on the ground of loss of anticipated profit on Work.

  Accordingly, while the contracts are for more than one year there is no firm commitment for future budgets, in the event of substantial changes in the requirements for Work.

HISTORY

Bid opportunity 695-2012, was issued in December 2012. Current contracts for Cellular telephone network services and Land line Centrex services expire on November 30, 2013 and are covered in Sections A, B and C of the RFP. Section D was issued to seek out opportunity to replace Centrex functionality with VoIP ("Voice over Internet Protocol").

Traditional landline telephone services such as the Centrex service currently used by the City of Winnipeg have been provided over a pair of copper wires. This service is restricted to deliver voice calls and voice mail. VoIP is a group of technologies that allow the delivery of voice and multimedia communications over computer networks. VoIP provides a more extensive feature set and the ability to interface with other computer applications directly.

Final Receipt of offers took place on February 1, 2013 with ten bids being received from nine Bidders.

On May 22, 2013, bidders were requested to extend their bid validity dates. Bids remained valid until July 31, 2013.

On July 10, 2013, bidders were again requested to extend their bid validity dates. Bids remained valid until September 30, 2013.

On September 23, 2013 bidders were again requested to extend their bid validity dates. Bids will remain open for acceptance until November 30, 2013.

The following evaluation criteria were used to evaluate the Request for Proposal:

(a) Compliance by the Bidder with the requirements of the Request for Proposal or acceptable deviation therefrom;
    (i) Mandatory requirements (pass/fail);
(b) Qualifications of the Bidder and the Subcontractors, if any, pursuant to B12;
    (i) Mandatory qualifications (pass/fail);
(c) Evaluated bid price (45%);
(d) Bidder Response (45%);
(e) Specification Response (pass/fail);
(f) Value Add (10%);
(g) Economic analysis of any approved alternative pursuant to B8.

Section A: Cellular Voice and Voice+Data

MTS Inc. submitted the only bid for Section A: Cellular Voice and Voice+Data services. Upon review and evaluation we feel this bid should be considered responsive. In the opinion of the department, MTS Inc. has, by successfully performing the same work under the existing contract, demonstrated that they have the necessary qualifications and resources to perform the work of this contract. The evaluated bid price submitted by MTS Inc. is $1,773,164.35 which would be further reduced to $1,533,980.35 if they are awarded contracts for Section A and Section B.

Each section of this RFP was evaluated according to the evaluation criteria and scored separately, which resulted in MTS Inc. being scored as the most advantageous Bidder on both Section A & Section B. MTS Inc. submitted an alternative bid that provided for a reduction in price of Section A, if

they were also awarded Section B. Given that MTS Inc. is the recommended Bidder for both Sections A & B, this would result in a reduction in the price of Section A from $1,733,164.35 to $1,533,980.35.

RFP 695-2012 provides for a 3 year contract period for Section A – Cellular Voice Only and Voice Data commencing December 1, 2013 and ending on November 30, 2016 with the option to renew for up to two (2) mutually agreed upon 2 year extensions. The RFP 695-2012 also provides for new hardware to be issued at the beginning of the contract period, optionally after 18 months, and upon award of any extension to the contract.

Section B: Wireless – Data Only

For Section B, bids were received from three (3) Bidders.

The bid from TELUS Communications Company should be determined to be non-responsive because the bidder did not submit a complete bid.

The bid received from MTS Inc. for Section B should be considered responsive and was scored as the most advantageous Bidder for this Section. In the opinion of the department, MTS Inc. has, by successfully performing the same work under the existing contract, demonstrated that they have the necessary qualifications and resources to perform the work of this contract. The evaluated bid price submitted by MTS Inc. is $1,285,524.25.

RFP 695-2012 provides for a 3 year contract period for Section B – Wireless – Data Only commencing December 1, 2013 and ending on November 30, 2016 with the option to renew for up to two (2) mutually agreed upon 2 year extensions. The RFP 695-2012 also provides for new hardware to be issued at the beginning of the contract period, optionally after 18 months, and upon award of any extension to the contract.

Section C: Landline Centrex / Analogue

For Section C, bids were received from two (2) Bidders.

The bid from Easton Communication Services Inc. should be determined to be non-responsive because the bidder did not submit a complete bid.

The bid from MTS Inc. for Section C should be considered as responsive and was scored as the most advantageous Bidder for this Section. In the opinion of the department, MTS Inc. has, by successfully performing the same work under the existing contract, demonstrated that they have the necessary qualifications and resources to perform the work of this contract. The evaluated bid price submitted by MTS Inc. is $7,762,805.60.

RFP 695-2012 provides for a 5 year contract period for Section C – Centrex/ANALOGUE commencing December 1, 2013 and ending on November 30, 2018 with the option to renew for up to two (2) mutually agreed upon 2 year extensions.

Section D: Landline VoIP

A total of seven (7) bids were received for Section D – Landline VoIP Telephone services.

The bid from Easton Communication Services Inc. should be determined to be non-responsive because the bidder did not submit a complete bid.

The bid received from FlexITy Solutions Inc. for Section D should be considered responsive and was scored as the most advantageous Bidder for this Section. The bid from FlexITy Solutions has the lowest evaluated price of $6,387,311.84 and is the recommended vendor for Section D. Through negotiations this value has been reduced further to $6,091,711.84. The Corporate Support Services Department has reviewed the work associated with Section D with the recommended vendor and is satisfied that they have the necessary resources and experience to perform the work.

RFP 695-2012 provides for a 5 year contract period for Section D – Landline VoIP commencing December 1, 2013 and ending on November 30, 2018 with the option to renew for up to two (2) mutually agreed upon 2 year extensions.

The City will be required to expand at least three fiber optic connections of existing City Network infrastructure to provide the needed additional capacity and redundancy to support a VoIP system. Funding for this expenditure will be covered within existing budgets.

VoIP telephone service would largely replace the current analogue or Centrex services currently used. The physical telephones would be replaced with new devices and the corresponding Centrex services would be cancelled. As stated earlier in this report, a migration in technology would reduce quantities under Section C (Landlines) by an amount equal to the implementation of quantities under Section D (VoIP).

RFP 695-2012 allows for a gradual migration from Centrex/ANALOGUE services to VoIP platform. While a VoIP service is expected to provide significant operational cost savings, a complete replacement of Centrex/ANALOGUE service is not possible at this time. Specific services such as FAX and security alarms require analogue telephone service and are not candidates for VoIP and are estimated to number 500 remaining Centrex lines. Likewise, VoIP relies on a reliable network connection with adequate bandwidth availability to ensure the quality of the voice calls is not degraded. There are several City of Winnipeg facilities, such as fire halls, that do not currently have the necessary network connections and these locations must remain with the Centrex/ANALOGUE service.

Funding for Landline Centrex services, Section C of this RFP, has been scheduled and is available within the 2013 operating budget. A conversion to VoIP technology should result in a reduction in landline telephone operating expenses to the City of Winnipeg. A migration of approximately 4,000 Centrex lines to VoIP telephone connections should reduce the 5 year operating expenses by $1.5M including MRST compared to the current contract.

FINANCIAL IMPACT

Financial Impact Statement — Date: November 1, 2013

Project Name: — **First Year of Program** 2013

AWARD OF CONTRACT FOR THE PROVISION OF TELEPHONE SYSTEM INFRASTRUCTURE, RELATED EQUIPMENT AND SYSTEMS, AND CELLULAR WIRELESS SERVICES – BID OPPORTUNITY 695-2012 **(SECTION A & B ONLY)**

	2013	2014	2015	2016	2017
Capital					
Capital Expenditures Required	$ -	$ -	$ -	$ -	$ -
Less: Existing Budgeted Costs	-	-	-	-	-
Additional Capital Budget Required	$ -	$ -	$ -	$ -	$ -
Funding Sources:					
Debt - Internal	$ -	$ -	$ -	$ -	$ -
Debt - External	-	-	-	-	-
Grants	-	-	-	-	-
Reserves, Equity, Surplus	-	-	-	-	-
Other	-	-	-	-	-
Total Funding	$ -	$ -	$ -	$ -	$ -
Total Additional Capital Budget Required	$ -				
Total Additional Debt Required	$ -				
Current Expenditures/Revenues					
Direct Costs					
Section A	$ 46,019	$ 552,233	$ 552,233	$ 506,214	$ -
Section B	$ 38,566	$ 462,789	$ 462,789	$ 424,223	$ -
Less: Incremental Revenue/Recovery	-	-	-	-	-
Net Cost/(Benefit)	$ 84,585	$ 1,015,022	$ 1,015,022	$ 930,437	$ -
Less: Existing Budget Amounts	84,585	1,015,022	1,015,022	930,437	-
Net Budget Adjustment Required	$ -	$ -	$ -	$ -	$ -

Additional Comments:

1. Direct cost above includes Manitoba Retail Sales Tax (MRST) at 8%.
2. Total cost of Section A and Section B is $1,656,698.78 and $1,388,366.19 respectively.
3. Funding for these services in 2013 has been scheduled and is available within current budgets.
4. The Work is on an “as required” basis and while contracts are for more than one year there is no firm commitment by the City of Winnipeg for future budgets, in the event of substantial changes in the requirements for Work.

Original signed by

R. Abeysekera
Manager of Finance (Campus)
Corporate Finance Department

Financial Impact Statement — Date: November 1, 2013

Project Name: — **First Year of Program** 2013

AWARD OF CONTRACT FOR THE PROVISION OF TELEPHONE SYSTEM INFRASTRUCTURE, RELATED EQUIPMENT AND SYSTEMS, AND CELLULAR WIRELESS SERVICES – BID OPPORTUNITY 695-2012 **(SECTION C & D ONLY)**

	2013	2014	2015	2016	2017
Capital					
Capital Expenditures Required	$ -	$ -	$ -	$ -	$ -
Less: Existing Budgeted Costs	-	-	-	-	-
Additional Capital Budget Required	$ -	$ -	$ -	$ -	$ -
Funding Sources:					
Debt - Internal	$ -	$ -	$ -	$ -	$ -
Debt - External	-	-	-	-	-
Grants	-	-	-	-	-
Reserves, Equity, Surplus	-	-	-	-	-
Other	-	-	-	-	-
Total Funding	$ -	$ -	$ -	$ -	$ -
Total Additional Capital Budget Required	$ -				
Total Additional Debt Required	$ -				
Current Expenditures/Revenues					
Direct Costs					
Section C	$ 139,731	$ 1,676,766	$ 1,676,766	$ 1,676,766	$ 1,676,766
Less: Incremental Revenue/Recovery	-	-	-	-	-
Net Cost/(Benefit)	$ 139,731	$ 1,676,766	$ 1,676,766	$ 1,676,766	$ 1,676,766
Less: Existing Budget Amounts	139,731	1,676,766	1,676,766	1,676,766	1,676,766
Net Budget Adjustment Required	$ -	$ -	$ -	$ -	$ -

Additional Comments:

1. Direct cost of Section C in 2013 is for a one month and 2018 is for 11 months ($1,537,035.51) for a total of $8,383,830.05 including 8% MRST.
2. Direct costs reflects the maximum obligation to the City and would be realized only if it is determined that Section D (VOIP) cannot be implemented. Direct costs of Section D is $6,579,048.79 including 8% MRST over the 5 year contract.
3. Although Section C and D are included in this Bid Opportunity, the City's intent is to implement a blend of Section C and D for an estimated cost of $6,649,128 including MRST, with an estimated savings of approximately $1.5M including MRST over the 5 year contract.
4. It is recommended that after implementation, in 2015 the City reduce departmental operating budgets by approximately $380,000 (city-wide) per year for the remainder of four years of the contract.
5. Please note that this saving can be realized only after successful implementation. These calculations are based on 4,000 users migrating to (VOIP).
6. Funding for these services in 2013 has been scheduled and is available within current budgets.
7. The Work is on an “as required” basis and while contracts are for more than one year there is no firm commitment by the City of Winnipeg for future budgets, in the event of substantial changes in the requirements for Work.

Original signed by

R. Abeysekera
Manager of Finance (Campus)
Corporate Finance Department

CONSULTATION

In preparing this report there was consultation with:

Materials Management Division
Legal Services Department (as to legal issues)

SUBMITTED BY

Department:	Corporate Support Services
Division:	Connectivity – Communication Systems Branch
Prepared by:	E. Richardson
Date:	November 1, 2013
File No.	