

DAWN LAMONTAGNE
Purchasing Manager (A)

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November 5, 2025

PROPOSAL NO. 126-25, 311 CUSTOMER CONTACT CENTRE SERVICE PROVIDER

Electronic bid submissions only, shall be accepted and received by the City on or before the Submission Deadline of **FRIDAY, DECEMBER 12TH, 2025**, at Eleven-Thirty Fifty-Nine (11:30:59) a.m. (E.S.T) through the City's Bidding System: www.biddingo.com/windsor, from qualified Proponents to manage and operate its 311 Customer Contact Centre. The successful Proponent will be responsible for delivering high-quality, citizen-focused services that align with the City's goals of improving engagement, streamlining service delivery, and leveraging technology for continuous improvement.

Proposal documents are available for download, upon payment of a non-refundable fee at Biddingo, www.biddingo.com/windsor. A Bid submitted by mail, in person, fax, e-mail or other electronic means, other than through the Bidding System: www.biddingo.com/windsor, will not be accepted.

Contract award will be posted on The City of Windsor website, www.citywindsor.ca and results to www.citywindsor.ca and the Bidding System: www.biddingo.com/windsor. The document is available in PDF and is bookmarked for easy reference.

Acceptance or rejection of any proposal will be made in accordance with City of Windsor Purchasing By-Law No. 93-2012 and amendments thereto. This procurement is subject to the Canadian Free Trade Agreement (CFTA), approved July 1, 2017.

Yours truly,

THE CORPORATION OF THE CITY OF WINDSOR



Jennifer Musson
Purchasing Supervisor (A)

JM/rm