



5. Offer The Bidder hereby offers to perform the Work in accordance with the Contract for the price(s), in Canadian funds, set out on Form B: Prices, appended hereto.

6. Execution of Contract The Bidder agrees to execute and return the Contract no later than seven (7) Calendar Days after receipt of the Contract, in the manner specified in C4.

7. Commencement of the Work The Bidder agrees that no Work shall commence until he/she is in receipt of a notice of award from the Award Authority authorizing the commencement of the Work.

8. Contract The Bidder agrees that the Request for Proposal in its entirety shall be deemed to be incorporated in and to form a part of this offer notwithstanding that not all parts thereof are necessarily attached to or accompany this Proposal.

9. Addenda The Bidder certifies that the following addenda have been received and agrees that they shall be deemed to form a part of the Contract:

No.	_____	Dated	_____
	_____		_____
	_____		_____

10. Time This offer shall be open for acceptance, binding and irrevocable for a period of one hundred and twenty (120) Calendar Days following the Submission Deadline.

11. Signatures The Bidder or the Bidder's authorized official or officials have signed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Signature of Bidder or  
Bidder's Authorized Official or Officials

\_\_\_\_\_

(Print here name and official capacity of individual whose signature appears above)

\_\_\_\_\_

(Print here name and official capacity of individual whose signature appears above)

**FORM B: PRICES**  
(See B10)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

UNIT PRICES

ITEM NO.	DESCRIPTION	SPEC. REF.	UNIT	APPROX. QUANTITY	UNIT PRICE	AMOUNT
1.	Total costs to the City to perform the Work of the Contract;	PART E -	Lump Sum	1		
2.	Annual maintenance/licensing fees	D3.1, D3.2(b)	Per year	1		
3.	Interface work	E2.2	Lump Sum	1		
4.	Optionally provide pricing for 16 X 7 support;	D3.2(c)	Per year	1		
5.	Any other items/options proposed beyond the City's stated requirements.		Lump Sum	1		
TOTAL BID PRICE (GST and MRST extra) (in figures) \$ _____						
_____						
_____						

\_\_\_\_\_  
Name of Bidder

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION  
SYSTEM

**Instructions for filling out Form N: Questionnaire**

- 1 Complete Form N: Questionnaire.**
- 2 Ensure that you indicate which alternative is being Proposed in the Maintenance Section.**
- 3 Follow the instructions shown below that apply to the alternative being Proposed.**

**Solution Alternative 1 - A commercial off-the-shelf ASIS software package with customization**

- 1 For each requirement, place an X in one (1) of the boxes that best describes your solution:**  
**Fully Available:** Solution for the requirement is currently available in the existing product 'out of the box'.  
**Partly Available:** Solution for the requirement is partly available in the existing product, but will be modified to fully meet the requirement.  
**3rd Party Supplied:** Requirement is expected to be met by using a 3rd party vendor's existing product, either integrated or non-integrated.  
**Will Build:** Will build a component to meet the requirement.  
**Not Possible:** Requirement cannot be met by the vendor.
- 2 For each requirement, in the 'Describe Approach...' box, describe in one or two sentences the approach that will be taken to provide a solution to that requirement. Description should highlight how the solution to the requirement will be approached technically, and where it will fit into the existing product.**
- 3 For each System Integration and Subsystem Integration requirement, describe in one or two sentences the approach that will be taken to provide a solution to that requirement, as follows:**
  - (a) If integrated, the bidder shall indicate how the integration will be accomplished
  - (b) If replaced by custom built software, the bidder shall indicate how it will be achieved
  - (c) If replaced by an existing component, the bidder shall describe the component and how it replaces the satellite system.

**Solution Alternative 2 - A custom built software package**

- 1 For each requirement, place an X in one (1) of the boxes that best describes your solution:**  
**Fully Available:** Solution for the requirement has been built in the past by the personnel that will be assigned to this project  
**Partly Available:** Solution for requirements similar but not the same as the specified requirement has been built in the past by the personnel that will be assigned to this project  
**3rd Party Supplied:** Requirement is expected to be met by using a 3rd party vendor's existing product, either integrated or non-integrated.  
**Will Build:** Will build a component to meet the requirement. Nothing similar has been built in the past by the personnel that will be assigned to this project  
**Not Possible:** Requirement cannot be met by the vendor.
- 2 For each requirement, in the 'Describe Approach...' box, describe in one or two sentences the approach that will be taken to provide a solution to that requirement. Description should highlight how the solution to the requirement will be approached technically, and it's similarity with previous work done by the personnel.**
- 3 For each System Integration and Subsystem Integration requirement, describe in one or two sentences the approach that will be taken to provide a solution to that requirement, as follows:**
  - (a) If integrated, the bidder shall indicate how the integration will be accomplished
  - (b) If replaced by custom built software, the bidder shall indicate how it will be achieved
  - (c) If replaced by an existing component, the bidder shall describe the component and how it replaces the satellite system.

### **Solution Alternative 3 - ASIS Software as a Service (SAAS)**

**1 For each requirement, place an X in one (1) of the boxes that best describes your solution:**

**Fully Available:** Solution for the requirement is currently available in the existing product 'out of the box'.

**Partly Available:** Solution for the requirement is partly available in the existing product, but will be modified to fully meet the requirement.

**3rd Party Supplied:** Requirement is expected to be met by using a 3rd party vendor's existing product, either integrated or non-integrated.

**Will Build:** Will build a component to meet the requirement.

**Not Possible:** Requirement cannot be met by the vendor.

**2 For each requirement, in the 'Describe Approach...' box, describe in one or two sentences the approach that will be taken to provide a solution to that requirement. Description should highlight how the solution to the requirement will be approached technically, and where it will fit into the existing product.**

**3 For each System Integration and Subsystem Integration requirement, describe in one or two sentences the approach that will be taken to provide a solution to that requirement, as follows:**

(a) If integrated, the bidder shall indicate how the integration will be accomplished

(b) If replaced by custom built software, the bidder shall indicate how it will be achieved

(c) If replaced by an existing component, the bidder shall describe the component and how it replaces the satellite system.

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>MAINTENANCE SECTION</b>	
<b>Indicate the Alternative that this response applies to (check one only)</b>	<b>Check One</b>
<b>Solution Alternative 1 - A commercial off-the-shelf ASIS software package</b>	
<b>Solution Alternative 2 - A custom built software package</b>	
<b>Solution Alternative 3 - ASIS Software as a Service (SAAS)</b>	

Enter description of maintenance and licensing after implementation below, pursuant to Form B: Prices Item 2 and E4 of the RFP.

Bidder Response

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E2. GOODS</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E2.1	The Contractor shall supply an Animal Services Information System in accordance with the requirements hereinafter specified.						
E2.2	The Animal Services Information System:						
E2.2(a)	should interface daily with PeopleSoft version 9.1 and future upgrades;						
E2.2(a)(i)	General Ledger for revenue (such as kenneling fees, turnover fees, adoption fees, donations, calendar sales) and refunds;						
E2.2(a)(ii)	Accounts Receivable & Billing (to track A/R transactions and produce billing invoices).						
E2.2(b)	must interface with 311 where service calls are taken at a 311 centre then pushed onto a dispatch screen in the agency software. The City uses the Lagan 311 application. The interface consists of complaint data from 311 to ASIS and also owner information from ASIS to 311 for lost dog found calls.						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E2. GOODS (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
E2.2(c)	must run on in-house PCs and on wireless mobile devices, for example Panasonic Toughbooks in animal control vehicles;						
E2.2(d)	must create records and provide information for the following						
E2.2(d)(i)	Licenses						
E2.2(d)(ii)	Kennel transactions						
E2.2(d)(iii)	Field Services incidents - new, update, close reporting, history						
E2.2(d)(iv)	Lost and found reports						
E2.2(d)(v)	Trap Rentals						
E2.2(e)	must have a database of patrons which must connect to any (and potentially multiple) transaction(s) dealing with the patron (see E2.2(d) for transaction list)						
E2.2(e)(i)	must be able to notify users if there are duplicate or similar patrons (e.g. notification if an address is listed, notification if there is another patron entry with a similar name)						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E2. GOODS (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E2.2(e)(ii)	must be able to put Alerts on patron entry						
E2.2(e)(iii)	must be able to leave additional notes on patron entry						
E2.2(e)(iv)	must be able to format addresses consistently (consider: building numbers or apartment unit numbers, have drop down for "street, lane, avenue, etc")						
E2.2(f)	must allow for Point of Sale (POS) interface.						
E2.2(g)	must connect to network printers						
E2.2(h)	must have a spell check feature for text fields.						
E2.2(i)	must produce reports (on screen and printed) based on information that is extracted from the program						
E2.2(j)	must have secure login for each staff and levels of login access so that login can be customized according to user responsibilities.						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E2. GOODS (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E2.2(k)	should incorporate E-CIS into the patron entries to verify addresses. For further explanation please visit <a href="http://cms00asa1.winnipeg.ca/">http://cms00asa1.winnipeg.ca/</a> and <a href="http://www.winnipeg.ca/ppd/cishelp/cis_intro.stm">http://www.winnipeg.ca/ppd/cishelp/cis_intro.stm</a>						
E2.2(l)	should have a Petfinder.com export ability;						
E2.2(m)	should upload pictures and have these posted on a City of Winnipeg webpage of found dogs. Should have the uploaded picture automatically delete itself after number of days specified by the user;						
E2.2(n)	should interface to the City's Donation Management System. The City uses an in-house developed application. It is a Web based application developed using .Net 3.5 and SQL Server database.						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E3. FINANCIAL</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E3.1	The Animal Services Information System:						
E3.1(a)	should track and calculate costs incurred while the animal is in our kennel.						
E3.1(b)	should provide online web-based transactions including secure payment facility. These functions must be Payment Card Industry (PCI) compliant.						
E3.1(c)	should scan invoices at POS terminals.						
E3.1(d)	should generate bar codes or similar technology to facilitate data entry.						
E3.1(e)	must process Point of Sale (POS) transactions.						
E3.1(f)	must generate, print and reprint license invoices.						
E3.1(g)	must produce paperless invoices and receipts through e-mail.						
E3.1(h)	must process and report financial activities.						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E3. FINANCIAL (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E3.1(i)	must manage multiple fees with effective dates to allow for license renewals to future dates.						
E3.1(j)	must calculate deferred revenue for fees that are applicable to future fiscal periods.						
<b>E4. LICENSES</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E4.1	The Animal Services Information System:						
E4.1(a)	must track dates on which invoices were printed or emailed;						
E4.1(b)	must complete POS transactions including printing customer receipt and any applicable certificates.						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E4. LICENSES (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E4.1(c)	<p>must interface with an online payment system, for example PayPac Solutions Inc. Online License Payment System, to allow payment information for new or renewal license transactions. Please see the following web pages for further explanation:</p> <p><a href="https://payment.csfm.com/payments/winnipeg/form/index.php">https://payment.csfm.com/payments/winnipeg/form/index.php</a></p> <p><a href="https://payment.csfm.com/payments/winnipeg/form/form.php?form_type=new">https://payment.csfm.com/payments/winnipeg/form/form.php?form_type=new</a></p> <p><a href="https://payment.csfm.com/payments/winnipeg/form/form.php?form_type=renew">https://payment.csfm.com/payments/winnipeg/form/form.php?form_type=renew</a></p> <p><a href="https://payment.csfm.com/payments/winnipeg/form/form.php?form_type=donation">https://payment.csfm.com/payments/winnipeg/form/form.php?form_type=donation</a></p>						
E4.1(d)	<p>must check for duplicates and errors while taking new licenses/renewals from both internal and online sales; and pushing them into the software system (please describe how system will notify users)</p>						
E4.1(e)	<p>must provide license history that includes but is not limited to</p>						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E4. LICENSES (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E4.1(e)(i)	purchase date						
E4.1(e)(ii)	original vendor selling license						
E4.1(e)(iii)	employee who updated the record						
E4.1(e)(iv)	date the license will expire						
E4.1(e)(v)	amount paid						
E4.1(e)(vi)	all renewal dates (with E4.1(e)(ii) to E4.1(e)(v) information provided for that year of renewal)						
E4.1(e)(vii)	show if the license was edited or cancelled						
E4.1(e)(viii)	if the license was replaced, should indicate which employee processed the replacement license						
E4.1(e)(ix)	should show original license number						
E4.1(e)(x)	should show what field was changed						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E4. LICENSES (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
E4.1(f)	must restore a cancelled license (limited access to this function)						
E4.1(g)	must cancel licenses and provide cancellation date, reason, and summary reports						
E4.1(g)(i)	must print out license cancelled confirmation page (not automatic but given as option)						
E4.1(h)	must be able to distinguish between cat licenses and dog licenses						
E4.1(i)	must have a license window that includes but is not limited to						
E4.1(i)(i)	patron information (must be linked to the patron database), with an alert if information is missing						
E4.1(i)(ii)	license number, with alerts if information is missing or is a duplicate						
E4.1(i)(iii)	issue date						
E4.1(i)(iv)	expiration date						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E4. LICENSES (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
E4.1(i)(v)	seller						
E4.1(i)(vi)	amount paid						
E4.1(i)(vii)	method of payment						
E4.1(i)(viii)	name of animal						
E4.1(i)(ix)	breed of animal (two breed minimum)						
E4.1(i)(x)	size of animal						
E4.1(i)(xi)	age of animal						
E4.1(i)(xii)	type of coat, tail, ears						
E4.1(i)(xiii)	colour of animal						
E4.1(i)(xiv)	gender of animal, whether sterilized or not, and this information linked to price of license						
E4.1(i)(xv)	tattoo information						
E4.1(i)(xvi)	microchip information						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E4. LICENSES (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
E4.1(i)(xvii)	indication if animal is on medication						
E4.1(i)(xviii)	name of veterinary clinic						
E4.1(i)(xix)	sub category (e.g. regular, foster, dangerous dog, service dog etc)						
E4.1(i)(xx)	fee override option						
E4.1(i)(xxi)	multi-year license option (must hide option if not ineffect);						
E4.1(i)(xxii)	should have a note field connected to the notes in the patron database						
E4.1(i)(xxiii)	should be able to list medication if animal owner provides it						
E4.1(j)	must search by license number, owner(s) name, address and/or phone number						
E4.1(k)	must filter through current licenses and all (including cancelled) licenses						
E4.1(l)	must renew a license						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E4. LICENSES (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E4.1(m)	must create a license						
E4.1(n)	must edit a license						
E4.1(o)	must record a second permit and tag for a designated dangerous dog;						
E4.1(p)	must generate reports which may include but not limited to						
E4.1(p)(i)	summary of licenses issued, with option to filter by seller						
E4.1(p)(ii)	report of licenses by status, for example active, expired, cancelled, dog deceased.						
E4.1(p)(iii)	cancelled license						
E4.1(p)(iv)	dangerous dog						
E4.1(p)(v)	must filter either by or a combination of location, category, and/or date						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E4. LICENSES (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E4.1(p)(vi)	should filter by license number range, type of license (cat/dog/service dog/dangerous dog), active and not active licenses						
E4.1(q)	must print license certificate						
<b>E5 EQUIPMENT RENTALS</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E5.1	The Animal Services Information System:						
E5.1(a)	must have the following fields						
E5.1(a)(i)	patron information (connects to patron database)						
E5.1(a)(ii)	trap number						
E5.1(a)(iii)	rental date						
E5.1(a)(iv)	due date						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E5 EQUIPMENT RENTALS (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
E5.1(a)(v)	paid amount (administration fee, deposit, applicable taxes, total)						
E5.1(a)(vi)	method of payment.						
E5.1(b)	should print out an equipment rental agreement						
E5.1(c)	must list type of equipment, e.g. skunk vs cat trap rentals						
E5.1(d)	must override due dates						
E5.1(e)	should generate an alert if a trap is overdue						
E5.1(f)	should keep history of edited information (e.g. trap swap for skunk trap rentals, due date extensions)						
E5.1(g)	should print out trap return paper to attach to POS refund transaction or to submit request for payment for cash transactions that require a cheque to be issued						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E6. REPORTING</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E6.1	The Animal Services Information System:						
E6.1(a)	must provide the ability for users to define and generate standard and custom reports.						
E6.1(b)	must generate reports on a daily, monthly, and yearly basis.						
E6.1(c)	should track statistics including but not limited to number of adoptions, biter stats, euthanizations, service requests, etc. Should be able to generate charts and graphs incorporating this data.						
E6.1(d)	must generate printed letters for mailings, and send via email or generate individual document files.						
E6.1(e)	must print customer receipts for POS transactions						
E6.1(f)	must generate license certificates.						
E6.1(g)	must generate a delinquent license report with ability to print or export.						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E6. REPORTING (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
E6.1(g)	should print out two cage cards with basic information of an animal including picture. First version would be for when dog is a stray. Second version would be for animals available for adoption.						
<b>E7. ANIMALS</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
E7.1	The Animal Services Information System:						
E7.1(a)	must provide fields for animal information which can be updated over the life of the animal:						
E7.1(a)(i)	animal ID						
E7.1(a)(ii)	animal receipt number						
E7.1(a)(iii)	animal type (e.g. dog, cat, livestock, fowl, exotic)						
E7.1(a)(iv)	animal category fields with start and end dates, including but not limited to:						
E7.1(a)(iv)(i)	Stray						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E7. ANIMALS (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
E7.1(a)(iv)(ii)	Biting						
E7.1(a)(iv)(iii)	Foster						
E7.1(a)(iv)(iv)	Service animal						
E7.1(a)(iv)(v)	Dangerous						
E7.1(a)(iv)(vi)	Available for adoption						
E7.1(a)(iv)(vii)	Quarantine						
E7.1(a)(v)	any incidents associated with the animal						
E7.1(a)(vi)	name						
E7.1(a)(vii)	breed						
E7.1(a)(viii)	date of birth or age						
E7.1(a)(ix)	colour(s)						
E7.1(a)(x)	hair length						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E7. ANIMALS (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
E7.1(a)(xi)	type of tail						
E7.1(a)(xii)	type of ears						
E7.1(a)(xiii)	license number						
E7.1(a)(xiv)	tattoo info						
E7.1(a)(xv)	microchip info						
E7.1(a)(xvi)	rabies tag						
E7.1(a)(xvii)	foster tag						
E7.1(a)(xviii)	dangerous dog tag						
E7.1(a)(xix)	other tag						
E7.1(a)(xx)	collar type (nylon, leather, chain, colour)						
E7.1(a)(xxi)	vaccination						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E7. ANIMALS (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
E7.1(a)(xxii)	gender						
E7.1(a)(xxii)	owner information and contact information (link to patron database)						
E7.1(a)(xxiii)	Up to three photos of animal						
E7.1(a)(xxiv)	Bite date and generation of release date (if a biting animal)						
E7.1(a)(xxv)	License renewal date						
E7.1(a)(xxvii)	License expiry date						
E7.1(a)(xxviii)	Veterinarian						
E7.1(a)(xxix)	Medication(s)						
E7.1(a)(xxx)	Adoption status and date						
E7.1(b)	must track animal movement histories to owners (link to patron database).						
E7.1(c)	must track prior incidents of animals/owners						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E7. ANIMALS (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E7.1(d)	must be able to search animals by:						
E7.1(d)(i)	Animal's name,						
E7.1(d)(ii)	animal's ID or receipt #						
E7.1(d)(iii)	animal's license number						
E7.1(d)(iv)	animal's tattoo info						
E7.1(d)(v)	animal's micro-chip info						
E7.1(d)(vi)	animal's rabies tag						
E7.1(d)(vii)	animal's foster tag						
E7.1(d)(viii)	animal type						
E7.1(d)(ix)	animal breed						
E7.1(d)(x)	owner's last name,						
E7.1(d)(xi)	owner's address.						
E7.1(d)(xii)	owner's phone numbers						
E7.1(d)(xiii)	by other elements in section E7.1						

<b>E8. OWNERS / ADOPTERS</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E8.1	The Animal Services Information System:						
E8.1(a)	must have warning messages for unsuitable owners, for example if they already have the maximum number of dogs allowed.						
E8.1(b)	should have an alert if person is blacklisted for adoptions;						
E8.1(c)	should track owners and their suitability for ownership;						
E8.1(d)	should be capable of interfacing to a central customer base of customers.						
E8.1.2	Fields for owners must include but not limited to:						
E8.1(d)(ii)	Name (should link to patron database)						
E8.1(d)(iii)	Address						
E8.1(d)(iv)	Phone number (s)						
E8.1(d)(v)	Email address						
E8.1(d)(vi)	Suitability for ownership						
E8.1(d)(vii)	Prior history with Animal Services						
E8.1(d)(viii)	Notes						

<b>E9. KENNELING</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
E9.1	When an animal is impounded, the software must be able to tie the incident number with the location to which the animal is going. If the animal is a dog, must be able to assign a specific kennel within the Animal Services facility. Other animals' location would be facility based.						
E9.2	The Animal Services Information System must track and store lost and found animals. Must include but not limited to the following fields:						
E9.2(a)	Distinguish between lost and found report						
E9.2(b)	Patron information (must link to patron database)						
E9.2(c)	Date animal was lost						
E9.2(d)	Date report was filed						
E9.2(e)	Locale (where animal was lost)						
E9.2(f)	Name of animal						
E9.2(g)	Breed						
E9.2(h)	Gender						
E9.2(i)	Colour						
E9.2(j)	Tattoo / microchip information						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E9. KENNELING (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E9.2(k)	Size						
E9.2(l)	Coat, tail, and ear description						
E9.2(m)	Notes section to insert extra information						
E9.2(n)	Should be able to do an animal search to determine if patron and animal are already in the system, and automatically populate information if match is made.						
E9.2(o)	Should be able to automatically delete LOST reports after a specified period of time						
E9.3	The Animal Services Information System:						
E9.3(a)	must report how many biters, stray, and adoption animals are currently in the kennel						
E9.3(b)	must find potential lost and found matches with an intelligent matching engine.						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E9. KENNELING (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
E9.3(c)	must generate a report of adopted animals whose status has not been changed to spayed/neutered six months after an adoption.						
E9.3(d)	should publish pictures of found animals to the internet;						
E9.3.3	Fields for kennel should include but not be limited to:						
E9.3.3(a)	Receipt number;						
E9.3.3(b)	Incident number;						
E9.3.3(c)	Date animal entered kennel;						
E9.3.3(d)	Kennel number and location (facility);						
E9.3.3(e)	Status of animal (ie: stray, stray known owner, stray biter, owned biter, adoptable, hold, turnover);						
E9.3.3(f)	Date generation of release date with override						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E9. KENNELING (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E9.3.3(g)	Date animal was actually released;						
E9.3.3(h)	Disposition (e.g. RTO, adopted, rescue);						
E9.3.3(i)	Fees paid and generation of fees;						
E9.3.3(j)	By-law charges laid, disposition date, and result;						
E9.3.3(k)	Identify if an animal is a biter;						
E9.3.3(l)	Breed of animal;						
E9.3.3(m)	Gender;						
E9.3.3(n)	Name.						
<b>E10. FIELD SERVICES</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E10.1	The Animal Services Information System:						
E10.1(a)	must create incidents manually.						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E10. FIELD SERVICES (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E10.1(b)	must have required fields in an incident including but not limited to:						
E10.1(b)(i)	Incident type						
E10.1(b)(ii)	Priority						
E10.1(b)(iii)	Complainant and accused						
E10.1(b)(iv)	Animal type and description						
E10.1(b)(v)	Delinquent license						
E10.1(b)(vi)	Override for ECIS						
E10.1(c)	must allow actions which would need to be entered before an incident could be closed. Actions are what an officer did in response to an incident;						
E10.1(c)(i)	must allow for additional actions to be added in						
E10.1(d)	must allow for comments to be inserted in both the incident and in closed reporting						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E10. FIELD SERVICES (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E10.1(e)	must generate an alert if an incident is not closed in a specified period of time.						
E10.1(f)	must re-open a closed incident.						
E10.1(g)	must easily view an entire incident and all the included elements.						
E10.1(h)	must retrieve the incident by incident number, date of incident, street name, location of incident, officer ID, etc.						
E10.1(i)	must use a mobile device to access any required functionality in the field.						
E10.1(j)	must show investigation time/date and completion time of incident.						
E10.1(k)	must show all history of edited information by each individual making changes and whether the individual has arrived, cleared or put on hold an incident.						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E10. FIELD SERVICES (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
E10.1(l)	must issue an alert, audible if possible, when an Officer is arrived at an incident over the allowable safety time frame and no input to the incident has been made.						
E10.1(m)	must generate an alert to an Officer when he /she is assigned an incident where additional safety measures are necessary.						
E10.1(n)	must generate daily/weekly/monthly report showing geographical location and count of incidents by ward in Winnipeg.						
E10.1(o)	should upload a witness statement as a PDF and attach to an incident.						
E10.1(p)	should generate a report listing all incidents handled by an individual officer and CONS written on a daily, monthly, and yearly basis.						
E10.1(q)	must interface with the 311 Lagan system.						
E10.1(r)	should be able to view the original incident information captured by 311.						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E10. FIELD SERVICES (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E10.1(s)	should be able to assign an incident to the appropriate Animal Services Officer based on the geographical location of the incident interfacing with GPS vehicle software						
<b>E11. SECURITY</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E11.1	The Animal Services Information System:						
E11.1(a)	must create many users and control exactly what each can do (Create, Read, Update, Delete) at the module level.						
E11.1(b)	must audit user actions to find out who did what.						
E11.1(c)	should be compatible with Microsoft Active Directory authentication						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E12. VOLUNTEER MANAGEMENT</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E12.1	The Animal Services Information System:						
E12.1(a)	should have separate secure area where volunteer hours can be maintained by volunteers entering their name and hours volunteered.						
E12.1(b)	should generate a report and chart detailing monthly and yearly volunteer amounts and hours.						
<b>E13 PROMOTION</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E13.1	The Contractor should assist in the promotion of the System. Describe what the Bidder is prepared to do to promote the System.						
<b>E14. SUPPORT</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E14.1	The Contractor must provide a toll free phone number for users to obtain help and system use instructions on a 16x5 basis.						

**FORM N: QUESTIONNAIRE**  
(See B9)

REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM

<b>E14. SUPPORT (continued)</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
E14.2	The Contractor must provide the City support for the System and a single point of contact for reporting service problems.						

\_\_\_\_\_  
Name of Bidder

**FORM D: SUBCONTRACTORS**  
(See B13)

Request for Proposal for the Provision of an Animal Services Information System

1. Portion of Work:      The provision of system installation			
Subcontractor:	_____		
	(Name)		
	_____		
	(Address)		
Qualifications:			
<u>Year</u>	<u>Description of Past Project</u>	<u>For Whom Work Was Performed</u>	<u>Value</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
2. Portion of Work:      Other portions of work that will be subcontracted			
Subcontractor:	_____		
	(Name)		
	_____		
	(Address)		
Qualifications:			
<u>Year</u>	<u>Description of Past Project</u>	<u>For Whom Work Was Performed</u>	<u>Value</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

\_\_\_\_\_  
Name of Bidder