| **FORM N: QUESTIONNAIRE** (See B9) |
| --- |
| REQUEST FOR PROPOSAL FOR THE PROVISION OF AN ANIMAL SERVICES INFORMATION SYSTEM  |
| **MAINTENANCE SECTION** |
| **Indicate the Alternative that this response applies to (check one only)** | **Check One** |
| **Solution Alternative 1 - A commercial off-the-shelf ASIS software package**  |  |
| **Solution Alternative 2 - A custom built software package** |  |
| **Solution Alternative 3 - ASIS Software as a Service (SAAS)** |  |
|  |  |
| Enter description of maintenance and licensing after implementation below, pursuant to Form B: Prices Item 2 and E4 of the RFP. |
| Bidder Response |
| **E2. GOODS** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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. |   |   |   |   |   |   |
| **E2**. **GOODS (continued)** | 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)  |   |   |   |   |   |   |
| **E2. GOODS (continued)** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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. |   |   |   |   |   |   |
| **E2. GOODS (continued)** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| E2.2(k) | should incorporate E-CIS into the patron entries to verify addresses. For further explanation please visit <http://cms00asa1.winnipeg.ca/> and <http://www.winnipeg.ca/ppd/cishelp/cis_intro.stm> |  |  |  |  |  |  |
| 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.  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **E3. FINANCIAL** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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. |   |   |   |   |   |   |
| **E3. FINANCIAL (continued)** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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. |   |   |   |   |   |   |
| **E4. LICENSES** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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.  |   |   |   |   |   |   |
|  |  |  |  |  |  |  |  |
| **E4. LICENSES (continued)** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| E4.1(c) | must interface with an online payment system, for example PayPaq 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:<https://payment.csfm.com/payments/winnipeg/form/index.php><https://payment.csfm.com/payments/winnipeg/form/form.php?form_type=new><https://payment.csfm.com/payments/winnipeg/form/form.php?form_type=renew><https://payment.csfm.com/payments/winnipeg/form/form.php?form_type=donation> |   |   |   |   |   |   |
| E4.1(d) | 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)  |   |   |   |   |   |   |
| E4.1(e) | must provide license history that includes but is not limited to |  |  |  |  |  |  |
| **E4. LICENSES (continued)** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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 |  |  |  |  |  |  |
| **E4. LICENSES (continued)** | 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 |   |   |   |   |   |   |
| **E4. LICENSES (continued)** | 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  |   |   |   |   |   |   |
| **E4. LICENSES (continued)** | 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 |   |   |   |   |   |   |
| **E4. LICENSES (continued)** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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 |   |   |   |   |   |   |
| **E4. LICENSES (continued)** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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 |   |   |   |   |   |   |
| **E5. EQUIPMENT RENTALS** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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 |  |  |  |  |  |  |
| **E5. EQUIPMENT RENTALS (continued)** | 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  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **E6. REPORTING** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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.  |   |   |   |   |   |   |
| **E6. REPORTING (continued)** | 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. |  |  |  |  |  |  |
| **E7. ANIMALS** | 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 |   |   |   |   |   |   |
| **E7. ANIMALS (continued)** | 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 |   |   |   |   |   |   |
| **E7. ANIMALS (continued)** | 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  |   |   |   |   |   |   |
| **E7. ANIMALS (continued)** | 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 |   |   |   |   |   |   |
| **E7. ANIMALS (continued)** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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 |   |   |   |   |   |   |
| **E8. OWNERS / ADOPTERS** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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 |   |   |   |   |   |   |
| **E9. KENNELING** | 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 |   |   |   |   |   |   |
| **E9. KENNELING (continued)** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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. |   |   |   |   |   |   |
| **E9. KENNELING (continued)** | 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 |  |  |  |  |  |  |
| **E9. KENNELING (continued)** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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. |  |  |  |  |  |  |
| **E10. FIELD SERVICES** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| E10.1 | The Animal Services Information System: |   |   |   |   |   |   |
| E10.1(a) | must create incidents manually. |  |  |  |  |  |  |
| **E10. FIELD SERVICES (continued)** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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 |   |   |   |   |   |   |
| **E10. FIELD SERVICES (continued)** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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. |   |   |   |   |   |   |
| **E10. FIELD SERVICES (continued)** | 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. |  |  |  |  |  |  |
| **E10. FIELD SERVICES (continued)** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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 |  |  |  |  |  |  |
| **E11. SECURITY** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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 |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **E12. VOLUNTEER MANAGEMENT** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| 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. |  |  |  |  |  |  |
| **E13. PROMOTION** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| E13.1 | The Contractor should assist in the promotion of the System. Describe what the Bidder is prepared to do to promote the System. |  |  |  |  |  |  |
| **E14. SUPPORT** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| E14.1 | The Contractor must provide a toll free phone number for users to obtain help and system use instructions on a 16x5 basis. |   |   |   |   |   |   |
| **E14. SUPPORT (continued)** | Currently Available | Partly Available | 3rd Party Supplied | Will Build | Not Possible | **Describe approach or available feature** |
| E14.2 | The Contractor must provide the City support for the System and a single point of contact for reporting service problems. |   |   |   |   |   |   |
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|  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Name of Bidder  |

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