

FORM A: PROPOSAL
(See B8)

1. Contract Title A CASE MANAGEMENT SYSTEM FOR THE INTAKE, PROCESSING AND TRACKING OF REQUEST FOR ACCESS TO INFORMATION UNDER FIPPA

2. Proponent

Name of Proponent

Usual Business Name of Proponent as it appears on Invoice (if different from above)

Street

City

Province

Postal Code

Email Address of Proponent

Facsimile Number

(Mailing address if different)

Street or P.O. Box

City

Province

Postal Code

GST Registration Number (if applicable)

The Proponent is:

(Choose one)

a sole proprietor

a partnership

a corporation

carrying on business under the above name.

3. Contact Person

The Proponent hereby authorizes the following contact person to represent the Proponent for purposes of the Proposal.

Contact Person

Title

Telephone Number

Facsimile Number

4. Definitions

All capitalized terms used in the Contract shall have the meanings ascribed to them in the General Conditions and D3.

5. Offer The Proponent 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 Proponent 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 Proponent 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 Proponent 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 Proponent 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 ninety (90) Calendar Days following the Submission Deadline.
11. Signatures The Proponent or the Proponent's authorized official or officials have signed this
_____ day of _____, 20_____.

Signature of Proponent or
Proponent'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 B9)

A CASE MANAGEMENT SYSTEM FOR THE INTAKE, PROCESSING AND TRACKING OF REQUEST FOR ACCESS TO INFORMATION UNDER FIPPA

UNIT PRICES

ITEM NO.	DESCRIPTION	SPEC. REF.	UNIT	APPROX. QUANTITY	UNIT PRICE	AMOUNT
1.	Case Management software application	E2.2	Up to 50 users			
2.	Installation, configuration and testing of application	E2.1 E2.3	Lump Sum	1		
3.	Training for City of Winnipeg internal IT resources	E2.4	Lump Sum	1		
4.	Training for internal users	E2.5	Lump Sum	1		
5.	IT technical documentation and all training documentation	E2.6	Lump Sum	1		
6.	Case Management software maintenance and licensing fees for 2 years	E2.1 E2.7	Per year	2		
7.	Data storage costs for 2 years	E2.8	Per year	2		
TOTAL BID PRICE (GST and MRST extra) (in figures) \$ _____ _____ _____						

Name of Proponent

FORM N

FORM N: Questionnaire Instructions

1. Complete Form N: Questionnaire
2. Follow the proposal instructions in the Proposal Instructions section below. An acceptable response will include answers for each of the mandatory and non-mandatory requirements listed on Form N using the codes described below. Responses to mandatory requirements and non-mandatory requirements will be evaluated in accordance with B21.1(d)(i) and B21.1(d)(ii).

PROPOSAL INSTRUCTIONS

1. For each mandatory requirement, provide a **Y** (Yes) or **N** (No), indicating whether your solution can meet the requirement. Y indicates that the solution you are proposing will meet the requirements listed in the requirement statement. N indicates that the solution you are proposing will not meet the requirements.
2. For each non-mandatory requirement, indicate which bidder response code best describes your solution:

Y – Available Out of the Box: Solution for the requirement is currently available in the existing product “out of the box”. Configuration may be required to enable the feature (requirement will be met through changes to settings of tables, switches, and rules without modification to the source code). Requirement is installed and operational at other sites and can be demonstrated to the City of Winnipeg.

C – Available via Customization: Solution for the requirement is not currently available in the existing product “out of the box”, but may be incorporated via customization of the solution components. Requirement will be met through changes to the source code which would require analysis and re-application during updates, upgrades, or when applying software patches.

F – Future Availability: Solution for the requirement is not currently available, but will be available in an upcoming product release or version. If this option is indicated, include the date/timeframe when the requirement will be available for implementation.

3 – Third Party Supplied: Solution for the requirement is expected to be met by using a third party vendor’s existing product, either integrated or non-integrated.

N – Not Possible: Solution for the requirement will not be provided by the Proponent.

3. **For each non-mandatory requirement, provide a response below the text in the requirement section.** Be specific, detailed, and include images, diagrams, links, etc. where appropriate to support the response.

Notes:

1. An omitted response will be assumed to be the same as a response code of “N”.
2. Any deviation from the codes listed above for mandatory (Y/N) may result in a non-responsive bid.

FORM N: Questionnaire – Mandatory Requirements	Bidder Response	
	RFP Reference #	Mandatory (Y,N)
FUNCTIONAL REQUIREMENTS		
1. General Requirements		
1.1. Must enable offline import and submission of requests received by email, telephone or walk-in.	B21.1(d)(i)	
1.2. Must allow requestors to submit requests through an online submission portal.	B21.1(d)(i)	
2. System Operations Requirements		
2.1. Must be able to export data in non-proprietary formats (e.g. open XML, CSV).	B21.1(d)(i)	
2.2. Must enable all users to add and upload documents in variety of file formats, including but not limited to: MS Office files, PDFs 5, image/video files, voicemails, faxes, handwritten paper documents.	B21.1(d)(i)	
2.3. Must allow for role-based security throughout the system.	B21.1(d)(i)	
2.4. Must provide full system administration functionality (i.e. establishment of user profiles and access).	B21.1(d)(i)	
2.5. Must support de-activation and re-activation of all types of user accounts and roles.	B21.1(d)(i)	
2.6. Must enable internal users to print results of any search pertaining to a request.	B21.1(d)(i)	
2.7. Must be able to support concurrent user access for up to 50 users.	B21.1(d)(i)	
3. Document Search Requirements		
3.1. Must enable internal users to search for and retrieve documents related to a request using the defined document data.	B21.1(d)(i)	
3.2. Must enable internal users to perform: easy/quick searches, content searches, custom searches with user defined values, etc.	B21.1(d)(i)	
4. Report Requirements		
4.1. Must enable internal users to generate both standard (“canned”) and ad hoc (“custom”) reports.	B21.1(d)(i)	
4.2. Must enable internal users to generate correspondence according to the recipient's preferred method of	B21.1(d)(i)	

FORM N: Questionnaire – Mandatory Requirements	Bidder Response	
	RFP Reference #	Mandatory (Y,N)
communication, e.g. fax, email, mail, etc.		
4.3. Must enable internal users to view/display, print, and email documents in the file.	B21.1(d)(i)	
4.4. Must enable internal users to upload of correspondence via email, Word, scan, PDF, etc.	B21.1(d)(i)	
5. User Functionality Requirements		
5.1. Must provide requestors with the ability to create new accounts online or login with existing credentials	B21.1(d)(i)	
5.2. Must ensure online submittal form captures all data required for processing a new access request, including:	B21.1(d)(i)	
5.2.1. Requestor Name	B21.1(d)(i)	
5.2.2. Contact information (address, phone number and / or email address)	B21.1(d)(i)	
5.2.3. Description of records being requested	B21.1(d)(i)	
5.2.4. Date range of records being requested	B21.1(d)(i)	
5.2.5. Department(s) or program areas	B21.1(d)(i)	
5.2.6. Ability to prevent online submittal if any required fields are left blank.	B21.1(d)(i)	
5.3. Must enable internal users to manually enter requests not submitted online (e.g. mailed correspondence, forms, fax, email, audio).	B21.1(d)(i)	
5.4. Must provide customizable incremental unique IDs assigned upon submission of a new request into the system (FIPPA File Number).	B21.1(d)(i)	
5.5. Must enable internal users to manually enter the projected response date or “Due Date”.	B21.1(d)(i)	
5.6. Must enable internal users to log activities carried out on a request.	B21.1(d)(i)	
5.7. Must enable internal users to extend due dates as needed.	B21.1(d)(i)	
5.8. Must enable internal users to attach responsive records to the file.	B21.1(d)(i)	
5.9. Must enable requestors to access, view, edit their profile.	B21.1(d)(i)	

FORM N: Questionnaire – Mandatory Requirements	Bidder Response	
	RFP Reference #	Mandatory (Y,N)
5.10. Must enable users to recover their username and password in situations where the users forgot either their username or password or both.	B21.1(d)(i)	
5.11. Must enable all users to login via an authenticated user name and password.	B21.1(d)(i)	
5.12. Must enable user log out when session is concluded.	B21.1(d)(i)	
NON-FUNCTIONAL REQUIREMENTS		
6. Usability Requirements		
6.1. Must provide a system with navigation functions and processes that are intuitive.	B21.1(d)(i)	
6.2. Must have a design focused on non-technical users.	B21.1(d)(i)	
6.3. Must be scalable to business, and employee loads.	B21.1(d)(i)	
7. Security Requirements		
7.1. Must identify and authenticate internal users before obtaining access to FCM system.	B21.1(d)(i)	
7.2. Must have the ability to hide/reveal functionality to the user (internal and external) based on security and authorization roles.	B21.1(d)(i)	
7.3. Must have the capacity to keep redaction secured from public view or unauthorized users.	B21.1(d)(i)	
7.4. Must enable internal user control to secured documents.	B21.1(d)(i)	
7.5. Must have the capacity to control access to documents.	B21.1(d)(i)	
7.6. Must have the capacity for general role-based access control.	B21.1(d)(i)	
7.7. Must use Active Directory (AD) as the primary authorization and authentication to repository through defined and designated groups.	B21.1(d)(i)	
7.8. E-commerce functions must be performed in a fashion acceptable for compliance with version 3.1 of the Payment Card Industry (PCI-DSS). Any e-Commerce payment options must have the entirety of the payment transaction handled by a PCI compliant 3 rd party in order to ensure no PCI related information flows through any City of Winnipeg	B21.1(d)(i)	

FORM N: Questionnaire – Mandatory Requirements	Bidder Response	
	RFP Reference #	Mandatory (Y,N)
<p>architecture. Any in-person payment transaction must be processed via PCI approved, EMV enabled, point of interaction devices with all communications heading directly to the City's designated acquirer. Point of interaction devices must allow for the City to be PCI compliant under either a SAQ-B-IP or SAQ-P2PE-HW (preferred).</p>		
8. Privacy Requirements		
<p>8.1. Must meet and support privacy provisions of The Freedom of Information and Protection of Privacy Act (FIPPA).</p>	B21.1(d)(i)	
9. Performance Requirements		
<p>9.1. Must be able to operate on Microsoft Windows Server environment used at the City of Winnipeg.</p>	B21.1(d)(i)	
<p>9.2. Must ensure that the readability of the uploaded documents is the same as the physical document.</p>	B21.1(d)(i)	
<p>9.3. The System maintenance must be performed with minimal disruption to productivity.</p>	B21.1(d)(i)	
<p>9.4. Must be able to operate on Microsoft IIS Web Server.</p>	B21.1(d)(i)	
<p>9.5. The Solution must be configurable.</p>	B21.1(d)(i)	
<p>9.6. Must be able to use Oracle or SQL Server database.</p>	B21.1(d)(i)	
<p>9.7. Must enable multiple resources to be able to access/view the documents in the system at the same time.</p>	B21.1(d)(i)	
10. Support Requirements		
<p>10.1. Must meet the functional requirements for the online submittal and processing of public records requests.</p>	B21.1(d)(i)	
<p>10.2. Must be supportable via a service level agreement model from the Proponent or outsourced third party as may be required by the City of Winnipeg Management and Application Maintenance policies.</p>	B21.1(d)(i)	
<p>10.3. The solution must have a product roadmap that enables maintenance and support for patch management and future functionalities upgrade and execution.</p>	B21.1(d)(i)	
<p>10.4. The Proponent of the software system that supports the solution must be able to provide knowledge transfer to City of Winnipeg internal resources on an ongoing basis as required by the City of Winnipeg.</p>	B21.1(d)(i)	

FORM N: Questionnaire – Mandatory Requirements	Bidder Response	
	RFP Reference #	Mandatory (Y,N)
10.5. The Proponent must provide training and knowledge transfer during the transition phase to the City of Winnipeg Internal Resource group.	B21.1(d)(i)	
10.6. The Proponent of the software system that supports the application must create support documentation that must be transferred back to the City of Winnipeg Internal Resource group when the project is completed.	B21.1(d)(i)	
10.7. The Proponent of the software system that supports the application must provide on-going maintenance support.	B21.1(d)(i)	
10.8. The Proponent of the System must ensure that files stored in Cloud are secured and data could be migrated by City of Winnipeg when desired.	B21.1(d)(i)	

FORM N: Questionnaire – Non-Mandatory Requirements	Bidder Response	
	RFP Reference #	Non-Mandatory (Y,C,F,3,N)
FUNCTIONAL REQUIREMENTS		
11. System Operations Requirements		
11.1. Should ensure that uploaded electronic documents maintain their original metadata.	B21.1(d)(ii)	
11.2. Should be able to send e-mail notices automatically as a work-flow process.	B21.1(d)(ii)	
11.3. Should enable staff to receive notifications of new requests when they are submitted through the online portal.	B21.1(d)(ii)	
11.4. Should enable staff to receive notifications of new requests when they have been assigned to them for processing.	B21.1(d)(ii)	
11.5. Should affix a date and time stamp upon receipt of request.	B21.1(d)(ii)	
11.6. Should be able to create correspondence or notification using city-provided templates.	B21.1(d)(ii)	
11.7. Should be able to close the case and retain all associated tasks, communication and record for the full retention lifecycle of the request.	B21.1(d)(ii)	
11.8. Should be able to reopen requests that have been completed (closed), if necessary.	B21.1(d)(ii)	
11.9. Should be able to reopen requests that have been completed (closed), if necessary.	B21.1(d)(ii)	
11.10. Should require internal users' confirmation prior to deleting data.	B21.1(d)(ii)	
11.11. Should provide proactive error notification for system down-time and scheduled maintenance.	B21.1(d)(ii)	
11.12. Should provide date/time-stamped audit trail of all actions.	B21.1(d)(ii)	
11.13. Should support configuration and use with appropriate application integration methods (i.e. MS Office, Outlook, etc.).	B21.1(d)(ii)	
11.14. Should be able to destroy attachments per assigned retention schedules, which may vary by document type.	B21.1(d)(ii)	
11.15. Should allow internal users to create and upload documents directly from certain applications, i.e. MS Office, Adobe Acrobat.	B21.1(d)(ii)	
11.16. Should provide thin-client, web-based access from standard web browsers (i.e. Internet Explorer 8.0 or higher).	B21.1(d)(ii)	

FORM N: Questionnaire – Non-Mandatory Requirements	Bidder Response	
	RFP Reference #	Non-Mandatory (Y,C,F,3,N)
11.17. Should be compatible with commonly used document types including Excel, Word, TIF, JPG, and PDF.	B21.1(d)(ii)	
11.18. Should perform provided system upgrades (troubleshoot, upgrades, patches, etc.) on a timely basis.	B21.1(d)(ii)	
11.19. Should calculate and assign 30-day due dates and deadlines on submitted requests.	B21.1(d)(ii)	
11.20. Should be able to post documents up to 100 Mb in size.	B21.1(d)(ii)	
11.21. Should generate correspondence automatically based on defined events.	B21.1(d)(ii)	
11.22. Should enable internal users to retrieve document templates.	B21.1(d)(ii)	
11.23. Should allow internal users to view audit logs for all changes, deletions, and additions.	B21.1(d)(ii)	
12. Document Search Requirements		
12.1. Should enable internal users to search and download one or more documents, or a 'package of documents' (such as all requests by unique user), or all redacted or responsive documents.	B21.1(d)(ii)	
12.2. Should enable searching by fields in document request forms.	B21.1(d)(ii)	
13. Report Requirements		
13.1. Should enable the administrator to design, execute and publish dashboard reports.	B21.1(d)(ii)	
13.2. Should provide spelling and grammar check assistance when creating correspondence.	B21.1(d)(ii)	
14. User Functionality Requirements		
14.1. Should enable requestor to submit attachments at initiation of request.	B21.1(d)(ii)	
14.2. Should enable administrator to apply security to documents, folders and emails.	B21.1(d)(ii)	
14.3. Should enable requestor to attach additional documents subsequent to initiation of request.	B21.1(d)(ii)	
14.4. Should enable requestor to view status of request.	B21.1(d)(ii)	

FORM N: Questionnaire – Non-Mandatory Requirements	Bidder Response	
	RFP Reference #	Non-Mandatory (Y,C,F,3,N)
14.5. Should provide “status” levels, e.g. new submission, records search, pending Department review, compiling, complete, pending fees, and fees paid.	B21.1(d)(ii)	
14.6. Should enable internal users to overwrite/extend the system-generated due date and deadlines.	B21.1(d)(ii)	
14.7. Should enable internal users to make notes that can be seen by selected users/roles	B21.1(d)(ii)	
14.8. Should be able to attach emails and other documents to the file that can be designated private or public, or accessible to designated users.	B21.1(d)(ii)	
14.9. Should enable internal users to track correspondence with requestors and staff.	B21.1(d)(ii)	
14.10. Should be able to publish all common document types, including audio and video files.	B21.1(d)(ii)	
14.11. Should be able to assign and record Department contacts per request.	B21.1(d)(ii)	
14.12. Should be able to record to whom, when, and in what format documents were delivered.	B21.1(d)(ii)	
14.13. Should enable internal users to track correspondence with the requestor.	B21.1(d)(ii)	
14.14. Should enable internal users to publish copies of responsive records for customers to review via online portal.	B21.1(d)(ii)	
14.15. Should enable the incorporation of graphics (e.g., City of Winnipeg logo) in templates, forms, etc.	B21.1(d)(ii)	
14.16. Should enable customizable work flow appropriate to each request.	B21.1(d)(ii)	
14.17. Should enable internal users to generate custom invoices for fees charged.	B21.1(d)(ii)	
14.18. Should have PCI compliance and the capability to accept e-payment of credit card, MasterCard and pay pal.	B21.1(d)(ii)	
14.19. Should enable documents to be redacted within the application.	B21.1(d)(ii)	
14.20. Should be able to summarize and display the redactions applied.	B21.1(d)(ii)	
NON-FUNCTIONAL REQUIREMENTS		
15. Usability Requirements		

FORM N: Questionnaire – Non-Mandatory Requirements	Bidder Response	
	RFP Reference #	Non-Mandatory (Y,C,F,3,N)
15.1. Should not degrade the quality of uploaded documents over time.	B21.1(d)(ii)	
15.2. Should have navigational ease by minimizing the number of menu levels the user has to manually navigate through for functional use.	B21.1(d)(ii)	
16. Security Requirements		
16.1. Should be able to utilize other authentication mechanism such as Sessions Time Out and Authentication Cookies.	B21.1(d)(ii)	
16.2. Should enable the administrator to manage or update user settings.	B21.1(d)(ii)	
16.3. Should be able to administer security and access control at group and individual user level (i.e. a user may be granted directed access through AD, or through the use of a user group).	B21.1(d)(ii)	
16.4. Should have an activity log for audit trail and document activity tracking.	B21.1(d)(ii)	
17. Storage Requirements		
17.1. Should have the potential for integration with enterprise content management solutions, for the storage of production records (records collected) and responsive records.	B21.1(d)(ii)	
17.2. Should provide sufficient storage capacity for the increase in electronic documents.	B21.1(d)(ii)	
18. Performance Requirements		
18.1. System response time should be less than 5 seconds.	B21.1(d)(ii)	
18.2. The system reports' response time should be less than 10 seconds.	B21.1(d)(ii)	
18.3. Should provide internal users that use multiple screens with the capability to function on only one monitor if required.	B21.1(d)(ii)	
18.4. Should be accessible to users through the web with a reliable Solution hosted in Canada.	B21.1(d)(ii)	
18.5. Should ensure that submission portal is supported by all major browsers (e.g.: Internet Explorer, Chrome, Firefox, Safari).	B21.1(d)(ii)	

FORM N: Questionnaire – Non-Mandatory Requirements	Bidder Response	
	RFP Reference #	Non-Mandatory (Y,C,F,3,N)
18.6. Should not take more time to open than it does to open the source document, for locating/opening of a file or document.	B21.1(d)(ii)	
19. Support Requirements		
19.1. The Solution should provide a dedicated phone number for IT technical support.	B21.1(d)(ii)	
19.2. Should have the capability for maintenance and support either by the City of Winnipeg internal resource or external resources.	B21.1(d)(ii)	