



**THE CITY OF WINNIPEG**

# **REQUEST FOR INFORMATION**

**RFI NO. 919-2015**

**REQUEST FOR INFORMATION FOR THE WINNIPEG FIRE PARAMEDIC SERVICE  
REPLACEMENT COMPUTER AIDED DISPATCH SYSTEM**

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## PART B - REQUEST FOR INFORMATION

### B1. DEFINITIONS

B1.1 When used in this Request for Information:

- (a) "**Business Day**" means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
- (b) "**Calendar Day**" means the period from one midnight to the following midnight;
- (c) "**City**" means the City of Winnipeg as continued under The City of Winnipeg Charter, Statutes of Manitoba 2002, c. 39, and any subsequent amendments thereto;
- (d) "**City Council**" means the Council of the City of Winnipeg;
- (e) "**may**" indicates an allowable action or feature which will not be evaluated;
- (f) "**must**" or "**shall**" indicates a mandatory requirement which will be evaluated on a pass/fail basis;
- (g) "**Person**" means an individual, firm, partnership, association or corporation, or any combination thereof, and includes heirs, administrators, executors or legal representatives of a person;
- (h) "**Respondent**" means any Person or consortium submitting an Information Submission in response to this Request for Information;
- (i) "**should**" indicates a desirable action or feature which will be evaluated on a relative scale;
- (j) "**Site**" means the lands and other places on, under, in or through which the work is to be performed;
- (k) "**Submission or Information Submission**" means that portion of the Request for Information which must be completed or provided and submitted by the Submission Deadline;
- (l) "**Submission Deadline**" means the time and date for final receipt of Submissions.

### B2. BACKGROUND

B2.1 The Winnipeg Fire Paramedic Service currently has a custom designed proprietary Computer Aided Dispatch (CAD) system which includes a personnel scheduling system, Records Management System (RMS) and an inter-facility transport scheduling system.

- (a) The following background information is not meant to be an all-inclusive description of the service delivery model of the Winnipeg Fire Paramedic Service:
  - (i) The Winnipeg Fire Paramedic Service (WFPS) provides fire and rescue services as well as medical response by the Winnipeg Fire Department Branch. The WFPS provides emergency medical services (EMS) by the Winnipeg Emergency Medical Services Branch under a service purchase agreement with the Winnipeg Regional Health Authority. The WFPS also provides inter-facility transport coordination as part of the agreement with the Winnipeg Regional Health Authority.
  - (ii) The public safety answering point (9-1-1 centre) is operated by the Winnipeg Police Service, who transfer 9-1-1 calls for EMS and fire service to the WFPS.
  - (iii) The WFPS has two communications centres. The primary centre performs 9-1-1 call taking and dispatch for both fire and EMS calls, as well as receiving non-urgent calls for service. It also acts as the backup centre for the inter-facility transport coordination (IFTC) centre, which is located in a geographically diverse area of the city. The IFTC centre, in turn, acts as the backup for the 9-1-1 centre.

- (iv) Serving a population of approximately 780,000 persons, in 2014 there were 124,793 fire, EMS, and inter-facility transport incidents entered into the CAD system.
- (v) EMS, fire, and inter-facility resources are located in 31 fire and paramedic stations distributed across the city.
- (vi) CAD system Information Technology support is provided by a combination of City of Winnipeg staff and contractor personnel.
- (vii) The WFPS in future may provide contract dispatch management for additional jurisdictions.

### **B3. PURPOSE OF THE REQUEST FOR INFORMATION DOCUMENT**

- B3.1 The purpose of this Request for Information (RFI) is to identify information pertaining to CAD and RMS systems before a formal bid is tendered.
- B3.2 The City invites qualified individuals to submit an Information Submission in response to this RFI.
- B3.3 After receiving the Submissions to this RFI, the City will review all Submissions received and use the information to make an informed decision to proceed to Request for Qualifications and/or Request for Proposals, and further in the development of specifications.

### **B4. SCHEDULE**

- B4.1 The City intends to:
  - (a) review the Information Submissions and schedule demonstrations of Respondent's product(s) by November 27, 2015;
  - (b) have the demonstrations during the week of December 7 – 11, 2015 in Winnipeg.
- B4.2 Details on the RFQ/RFP schedule will be provided to the Respondents at the completion of the RFI stage.

### **B5. ENQUIRIES**

- B5.1 All enquiries shall be directed to the City Contact identified in B6.1.
- B5.2 Any Respondent who has questions as to the meaning or intent of any part of this document or who believes this document contains any error, inconsistency or omission should make an enquiry prior to the Submission Deadline requesting clarification, interpretation or explanation in writing to the City Contact.
- B5.3 If the Respondent finds errors, discrepancies or omissions in the document, or is unsure of the meaning or intent of any provision therein, the Respondent shall promptly notify the City Contact of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.
- B5.4 If the Respondent is unsure of the meaning or intent of any provision therein, the Respondent should request clarification as to the meaning or intent prior to the Submission Deadline.
- B5.5 Responses to enquiries which, in the sole judgment of the City Contact, require a correction to or a clarification of the RFI will be provided by the City Contact to all Respondents by issuing an addendum.
- B5.6 Responses to enquiries which, in the sole judgment of the City Contact, do not require a correction to or a clarification of the RFI will be provided by the City Contact only to the Respondent who made the enquiry.

B5.7 The Respondent shall not be entitled to rely on any response or interpretation received pursuant to B5 unless that response or interpretation is provided by the City Contact in writing.

**B6. CITY CONTACT**

B6.1 The City Contact is:

Joe Kowal  
Winnipeg Fire Paramedic Service  
Telephone No. 204-986-7927  
Facsimile No. 204-986-8897  
Email to: [jkowal@winnipeg.ca](mailto:jkowal@winnipeg.ca)

**B7. ADDENDA**

B7.1 The City Contact may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the RFI, or clarifying the meaning or intent of any provision therein.

B7.2 The City Contact will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.

(a) The Addenda will be available on the Bid Opportunities page at the Materials Management Division's website at <http://www.winnipeg.ca/matmgt/bidopp.asp>

B7.2.1 The Respondent is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Division's website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.

B7.3 The Respondent should acknowledge receipt of each addendum on Form A: Request for Information Application.

**B8. CONFIDENTIALITY AND PRIVACY**

B8.1 Information provided to a Respondent by the City or acquired by a Respondent by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the City. The Respondent shall not make any statement of fact or opinion regarding any aspect of the RFI and any subsequent proposal to the media or any member of the public without the prior written authorization of the City.

B8.2 The protection of personal information and privacy will be fundamental aspects of the Project. Respondents shall comply with all applicable privacy legislation, including but not limited to the Personal Information Protection and Electronic Documents Act (Canada) ("PIPEDA"). In addition, Respondents are advised that the City is subject to The Freedom of Information and Protection of Privacy Act (Manitoba) ("FIPPA") and that the Contractor will be expected to comply with the obligations imposed upon the City pursuant to FIPPA.

B8.3 To the extent permitted, the City shall treat all Submissions as confidential. However, the Respondent is advised that any information contained in any Submission may be released if required by City policy or procedures, by FIPPA, by other authorities having jurisdiction, or by law.

B8.4 All Information Submissions submitted to the City will be kept in confidence with the City for the sole purposes of evaluating and developing the best possible strategic option for the City. Information Submissions will become the property of the City. The City will have the right to

make copies of all Submissions for its internal review process and to provide such copies to its staff and/or external advisors and representatives.

- B8.5 All information will become and remain the property of the City; none will be returned. If the application contains any proprietary or trade secret information, said information must be indicated as such.

**B9. NON-DISCLOSURE**

- B9.1 Respondents must not disclose any details pertaining to their RFI and the selection process in whole or in part to anyone not specifically involved in their Submission, without the prior written approval of the City. Respondents shall not issue a news release or other public announcement pertaining to details of their Information Submission or the selection process without the prior written approval of the City.

- B9.2 Respondents are advised that an attempt on the part of any Respondent or any of its employees, agents, contractors or representatives to contact any members of City Council or their staff or any member of City Administration other than the City Contact with respect to this RFI solicitation, may lead to disqualification.

**B10. RESPONDENT'S COSTS AND EXPENSES**

- B10.1 Respondents are solely responsible for their own costs and expenses in preparing and submitting an Information Submission and participating in the RFI, including the provision of any additional information or attendance at meetings or demonstrations of the product(s).

**B11. NO CONTRACT**

- B11.1 By submitting an Information Submission and participating in the process as outlined in this document, Respondents expressly agree that no contract of any kind is formed under, or arises from this RFI, and that no legal obligations will arise. The City will have no obligation to enter into negotiations or a Contract with a Respondent, even though one or all of the Respondents are determined to be responsible and qualified, and the Submissions are determined to be responsive.

- B11.2 Without limiting the generality of the foregoing, the City reserves the right and the full power to amend or cancel this RFI at any time.

**SUBMISSION INSTRUCTIONS**

**B12. SUBMISSION DEADLINE**

- B12.1 The Submission Deadline is 4:00 p.m. Winnipeg time, November 20, 2015.

- B12.2 The City Contact or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B12.1.

- B12.3 Information Submissions will not be opened publicly.

- B12.4 The Information Submission should be submitted enclosed and sealed in an envelope clearly marked with the RFI number and the Respondent's name and address.

- B12.5 Information Submissions submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.

- B12.6 Information Submissions shall be submitted to:

The City of Winnipeg  
Corporate Finance Department  
Materials Management Division  
185 King Street, Main Floor  
Winnipeg MB R3B 1J1

**B13. INFORMATION SUBMISSION**

- B13.1 The Information Submission should consist of the following components:
- (a) Form A: Request for Information Application (Section A);
  - (b) Product Functionality, Specifications, Features and Technical Details (Section B).
- B13.2 All requirements of the RFI should be fully completed or provided, and submitted by the Respondent no later than the Submission Deadline, with all required entries made clearly and completely to constitute a responsive RFI.
- B13.3 All Submissions received in response to this RFI will be kept in confidence with the sole purposes of evaluating and developing the best possible strategic option for the City.
- B13.4 Submissions and the information they contain will be the property of the City upon receipt. No Submissions will be returned.

**Format**

- B13.5 Respondents should submit one (1) unbound original (marked "original") and four (4) copies.
- (a) Each requirement should be addressed in a separate section clearly marked with the corresponding letter.
- B13.6 The City reserves the right to make additional copies of all Submissions for its internal review process.

**B14. FORM A: REQUEST FOR INFORMATION APPLICATION (SECTION A)**

- B14.1 Further to B13.1(a), the Respondent shall complete Form A: Request for Information Application, making all required entries.
- B14.2 Paragraph 2 of Form A: Request for Information Application shall be completed in accordance with the following requirements:
- (a) if the Respondent is a sole proprietor carrying on business in his own name, his name shall be inserted;
  - (b) if the Respondent is a partnership, the full name of the partnership shall be inserted;
  - (c) if the Respondent is a corporation, the full name of the corporation shall be inserted;
  - (d) if the Respondent is carrying on business under a name other than his own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.
- B14.2.2 If the Submission is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B14.2.
- B14.3 In Paragraph 3 of Form A: Request for Information Application, the Respondent shall identify a contact person who is authorized to represent the Respondent for purposes of this RFI.
- B14.4 Paragraph 7 of Form A: Request for Information Application should be signed in accordance with the following requirements:

- (a) if the Respondent is sole proprietor carrying of business in his own name, it shall be signed by the Respondent;
- (b) if the Respondent is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
- (c) if the Respondent is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;
- (d) if the Respondent is carrying on business under a name other than his own, it shall be signed by the registered owner of the business name or by the registered owner's authorized officials if the owner is a partnership or a corporation.

B14.5 The name and official capacity of all individuals signing Form A: Request for Information Application should be printed below such signatures.

B14.6 All signatures should be original.

B14.7 If a Submission is submitted jointly by two or more persons, the word "Respondent" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Respondents in the Submission, shall be both jointly and several.

**B15. PRODUCT FUNCTIONALITY, SPECIFICATIONS, FEATURES, AND TECHNICAL DETAILS (SECTION B)**

B15.1 The Respondent should provide:

- (a) a detailed description of how your company could undertake to provide a Computer Aided Dispatch and/or Record Management Systems that will serve the needs of the Winnipeg Fire Paramedic Service, as outlined below: NOTE: the list is not meant to be all-inclusive.

B15.2 In addition to the information above, the Respondent should provide responses on the following features and technical details:

- (a) The existing CAD is a custom proprietary system that has been designed and built specifically for the Winnipeg Fire Paramedic Service. It is both an emergency resources "command and control" system and an inter-facility transport scheduling and tracking system. A replacement system should be able to perform/include the following functionality and/or be capable of interfacing with an application that does. For each of the criteria listed below, please complete the relevant section of the matrix in Appendix A:
  - (i) Have the ability to be configurable;
  - (ii) Fire call taking and dispatch for multiple jurisdictions;
  - (iii) Emergency Medical Services (EMS) call taking and dispatch for multiple jurisdictions;
  - (iv) Inter-facility transport call taking and dispatch;
  - (v) Inter-facility Web-based transport request process;
  - (vi) 9-1-1 interface, including ANI/ALI and Next Generation 9-1-1 readiness;
  - (vii) CAD-to-CAD interface with the Winnipeg Police Service and other agencies;
  - (viii) Mapping for CAD;
  - (ix) Interface with the WFPS billing system;
  - (x) Interface with multiple records management systems;
  - (xi) Ability to interface with WFPS radio system;
  - (xii) Personnel roster systems (Fire and EMS) and integration with the corporate PeopleSoft personnel system;

- (xiii) Interface with Electronic patient care reporting system (Zoll ePCR);
- (xiv) Interface with FirstWatch© system;
- (xv) Multiple Automatic Vehicle Location systems;
- (xvi) Station pre-alerting/alerting component (for example an IP-based station alerting system);
- (xvii) Mobile data interface with tablets running a Zoll ePCR system
- (xviii) Mobile application for apparatus including mapping;
- (xix) Web-based CAD and/or RMS inquiry and reporting system;
- (xx) Complete tracking of incidents, properties, inspections;
- (xxi) Tracking of all training as well as certifications;
- (xxii) Scheduling Fire and EMS resources including reference to current certifications;
- (xxiii) Mobile device vehicle status system;
- (xxiv) System Status Management (dynamic resource deployment);
- (xxv) Strike Team (shared staffing crew);
- (xxvi) Automatic driving directions (routing);
- (xxvii) Assignment of multiple simultaneous incidents to a single unit;
- (xxviii) Patient tracking throughout care/treatment during incident;
- (xxix) Single discipline incident to a combined discipline incident, i.e., Fire, EMS;
- (xxx) Determining response agency and service area;
- (xxxi) Mutual aid function i.e. ability to dispatch multiple agencies (neighbouring communities);
- (xxxii) Ability to route incidents to a "decision dispatcher";
- (xxxiii) Post-dispatch unit assignment re-evaluation (ability to redeploy units already dispatched to a higher priority incident);
- (xxxiv) Emergency relocation of communications centre(s) and redundancy availability;
- (xxxv) Business intelligence and reporting capability with standard built-in reports for all aspects of data.

B15.2.3 Appendix A has been provided in excel format for the convenience of Respondents.

B15.3 The Respondent may be requested to demonstrate the proposed CAD and/or RMS system(s) and its functionality to members of a review committee. The demonstrations will be arranged to occur during the week of December 7 – 11, 2015 in Winnipeg. Respondents will be provided with scenarios to demonstrate features and functionalities in advance of the demonstrations.

B15.3.4 Members of the review committee will include City staff and consultants from Smith Brownlee and Associates Inc.

**APPENDIX A**  
**919-2015 Appendix A - Respondent Responses - B15.2(a)**

<b>Functionality, Specifications, Features, Requirements</b>		<b>Currently Available</b>	<b>Partly Available</b>	<b>3rd Party Supplied</b>	<b>Will Build</b>	<b>Not Possible</b>	<b>Describe approach or available feature</b>
(i)	Have the ability to be configurable						
(ii)	Fire call taking and dispatch for multiple jurisdictions						
(iii)	Emergency Medical Services (EMS) call taking and dispatch for multiple jurisdictions						
(iv)	Inter-facility transport call taking and dispatch						
(v)	Inter-facility Web-based transport request process						
(vi)	9-1-1 interface, including ANI/ALI and Next Generation 9-1-1 readiness						
(vii)	CAD-to-CAD interface with the Winnipeg Police Service and other agencies						
(viii)	Mapping for CAD						
(ix)	Interface with the WFPS billing system (Dynamics Great Plains)						
(x)	Interface with multiple records management systems						
(xi)	Ability to interface with WFPS radio system						
(xii)	Personnel roster systems (Fire and EMS) and integration with the corporate PeopleSoft personnel system						
(xiii)	Interface with electronic patient care reporting system (Zoll ePCR)						
(xiv)	Interface with FirstWatch system						
(xv)	Multiple Automatic Vehicle Location systems						
(xvi)	Station pre-alerting/alerting component (for example, an IP-based station alerting system)						

Functionality, Specifications, Features, Requirements	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
(xvii) Mobile data interface with tablets running a Zoll ePCR system						
(xviii) Mobile application for apparatus including mapping						
(xix) Web-based CAD and/or RMS inquiry and reporting system						
(xx) Complete tracking of incidents, properties, inspections						
(xxi) Tracking of all training as well as certifications						
(xxii) Scheduling Fire and EMS resources including reference to current certifications						
(xxiii) Mobile device vehicle status system						
(xxiv) System Status Management (dynamic resource deployment)						
(xxv) Strike Team (shared staffing crew)						
(xxvi) Automatic driving directions (routing)						
(xxvii) Assignment of multiple simultaneous incidents to a single unit						
(xxviii) Patient tracking throughout care/treatment during incident						
(xxix) Single discipline incident to a combined discipline incident, i.e., Fire, EMS						
(xxx) Determining response agency and service area						
(xxxi) Mutual aid function, i.e., ability to dispatch multiple agencies (neighbouring communities)						
(xxxii) Ability to route incidents to a "decision dispatcher"						
(xxxiii) Post-dispatch unit assignment re-evaluation (ability to redeploy units already dispatched to a higher priority incident)						

<b>Functionality, Specifications, Features, Requirements</b>		Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	<b>Describe approach or available feature</b>
(xxxiv)	Emergency relocation of communications centre(s) and redundancy availability						
(xxxv)	Business intelligence and reporting capability with standard built-in reports for all aspects of data						