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FORM N: PROPONENT PROPOSAL – MANDATORY CRITERIA

Instructions for filling out Form N: Proponent Proposal – Mandatory Criteria

1. Complete Form N: Proponent Proposal – Mandatory Criteria
2. Follow the proposal instructions in the Proposal Instructions section below

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.

Note:

1. An omitted response will be assumed to be the same as a response code of “N”.

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FORM N: Mandatory Criteria

Requirement Description	RFP Requirement Ref#	Proponent Response (Y, N)
a) Your company must have at least one year of demonstrated expertise in providing and operating a 24x7x365 confidential hotline intake service and case management system for external clients.	D3	
b) Your company must have systems and processes in place that provide data privacy and security.	D3, D15	
c) Your company must have a business continuity plan that has been tested successfully as it would relate to the operation of a hotline intake service for the City of Winnipeg.	B12	
d) The hotline intake call centre and operators must reside in Canada.	D17	
e) The hotline case management software maintenance resource, database and backup databases must solely reside in Canada.	D3	
f) Your company must be subject to the jurisdiction of only Canadian courts of law. (In other words, your company must not be affiliated with or a subsidiary of a company that is subject to the provisions of the USA P.A.T.R.I.O.T. Act or similar legislation).	D17	
g) Your company must be familiar with the privacy and access to information rights and limitations afforded by the Manitoba Freedom of Information and Protection of Privacy Act, C.C.S.M.c. F175.	D8	
h) Your company must be able to execute the Contract, start initial project planning and meet a deadline following Contract award to commence full operation of the hotline starting February 21, 2017.	D3	
i) Your company must provide all archived records to The City of Winnipeg Audit Department in a format outlined in the Contract and acceptable to both parties upon termination of the Contract.	D3, D7, D9	