



**THE CITY OF WINNIPEG**

# **REQUEST FOR QUALIFICATION**

**RFQ NO. 450-2016**

**REQUEST FOR QUALIFICATION FOR PROVISION, IMPLEMENTATION AND SUPPORT FOR A COMPUTER AIDED DISPATCH SYSTEM, A RECORDS MANAGEMENT SYSTEM, A STATION ALERTING SYSTEM, A STAFF SCHEDULING (ROSTER) SYSTEM, A LEARNING MANAGEMENT SYSTEM, AND A SYSTEM STATUS MANAGEMENT (DECISION SUPPORT) SOLUTION FOR THE WINNIPEG FIRE PARAMEDIC SERVICE**

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## PART B - REQUEST FOR QUALIFICATION INFORMATION

### B1. DEFINITIONS

B1.1 When used in this Request for Qualification:

- (a) **"ANI/ALI"** means Automatic Number Identification and Automatic Location Information provided by Manitoba Telecom Services
- (b) **"Business Day"** means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
- (c) **"Calendar Day"** means the period from one midnight to the following midnight;
- (d) **"City"** means the City of Winnipeg as continued under The City of Winnipeg Charter, Statutes of Manitoba 2002, c. 39, as same may be revised, amended or replaced from time to time;
- (e) **"City Council"** means the Council of the City of Winnipeg;
- (f) **"Computer Aided Dispatch System" or "CAD"** means a suite of software used to initiate and manage public safety calls for service and dispatch, and monitor the status of responding resources in the field; it also includes an inter-facility transport scheduling and tracking system;
- (g) **"Contract"** means the combined documents consisting of the Request for Qualification package, Request for Proposal package and any documents and drawings referred to and incorporated therein together with any submissions required to be made by the Contractor after award, and all amendments to the foregoing;
- (h) **"Contract Administrator"** means the person authorized to represent the City in respect of this Request for Qualifications unless otherwise specified hereinafter;
- (i) **"Contractor"** means the person undertaking the performance of the work under the terms of the Contract;
- (j) **"Learning Management System"** means a software application for the administration, documentation, tracking, reporting and delivery of electronic educational technology courses or training programs;
- (k) **"may"** indicates an allowable action or feature which will not be evaluated;
- (l) **"must" or "shall"** indicates a mandatory requirement which will be evaluated on a pass/fail basis;
- (m) **"Person"** means an individual, corporation, firm, partnership, joint venture, syndicate, association, trust, government, governmental agency or board or commission or authority, and any other form of entity or organization, or any combination thereof, and includes the heirs, administrators, executors or legal representatives of a Person;
- (n) **"Proponent"** means any Person or consortium of Persons submitting a Qualification Submission in response to this Request for Qualifications;
- (o) **"Request for Qualification" or "RFQ"** means this request for qualifications in relation to the matters set out herein, and includes all addenda or amendments made hereto in accordance with Section A hereof;
- (p) **"Records Management System"** means a suite of software, integrated with the CAD, that enables the electronic management of records for an organization throughout the records' life cycle;
- (q) **"should"** indicates a desirable action or feature which will be evaluated on a relative scale;
- (r) **"Staff Scheduling (Roster) System"** means employee scheduling software which automates the process of creating and maintaining a work schedule for firefighters, paramedics, communications operators and other staff members of the WFPS. This may

- include a function by which staff can bid on shifts or vacations. This system will also include interface(s) to other applications such as CAD and RMS;
- (s) **“Station Alerting System”** means a fire/paramedic station alerting system which alerts firefighters and paramedics of calls for service when activated by the Computer Aided Dispatch System;
  - (t) **“SSOM”** means Stretcher Services of Manitoba
  - (u) **“System Status Management (Decision Support) Solution”** means a software application enabling the dynamic deployment of emergency resources based on the hour-of-the-day and day-of-the-week in order to match emergency resource availability and response locations with expected demand;
  - (v) **“Submission or Qualification Submission”** means the submission made by the Proponent in relation to this RFQ and submitted by the Submission Deadline;
  - (w) **“Submission Deadline”** means the time and date for final receipt of Submissions;
  - (x) **“WFPS”** means the Winnipeg Fire Paramedic Service, an operational division of the City responsible for providing fire suppression, emergency medical services and emergency response activities;
  - (y) **“Work”** or **“Works”** means the carrying out and the doing of all things, whether of a temporary or permanent nature, that are to be done pursuant to the Contract and, without limiting the generality of the foregoing, includes the furnishing of all Plant, Material, labour and services necessary for or incidental to the fulfilment of the requirements of the Contract, including all Changes in Work which may be ordered as herein provided.
  - (z) **“WPS”** means Winnipeg Police Service

## **B2. BACKGROUND**

- B2.1 Winnipeg is a major Canadian city, and the capital of the Province of Manitoba. Located in Western Canada, Winnipeg plays a prominent role in transportation, finance, manufacturing, agriculture and education. It is known as the Gateway to the West. The City is located near the geographic centre of North America. It lies in a flood plain at the confluence of the Red and Assiniboine rivers and started around the point now commonly known as The Forks. It is protected from flooding by the Red River Floodway. Winnipeg covers an area of 663 square kilometers.
- B2.2 The City of Winnipeg is the capital city of the Province of Manitoba with a population of over 650,000. Composed of a broad range of diverse neighbourhoods and communities with numerous attractions (from arts and culture to sports and entertainment), Winnipeg is recognized as one of Canada’s finest places to live, work and play. The City employs over 8,000 people and provides a full range of municipal services to the citizens of Winnipeg.
- B2.3 The political representation for the City is a Mayor and 15 Councillors, each representing a city ward. The current Mayor and Council were elected in October 2014. Their term of office ends in 2018.
- B2.4 The administrative structure for the City is a Chief Administrative Officer (CAO) providing overall supervision for the following departments: Corporate Finance, Assessment and Taxation, Internal Services, Community Services, WFPS, Winnipeg Police Service, Public Works, Transit, Water and Waste, and Planning, Property and Development.
- B2.5 Since 1992, overall municipal government revenues have not changed significantly. However, there has been a shift. Taxation revenues have decreased and fees and charges have increased. Property and business taxes made up 51% of the City’s revenues in 1992. In 2003, these same revenues accounted for 43% - a \$66 million reduction. During this same period, user fees and charges increased from 25% to 31% of City revenues – a \$66 million increase.
- B2.6 The City provides many services to its citizens. By service, the representation is distributed as follows: Public Safety (25%), Transportation (23%), Environmental (23%), Planning and

Development (4%), Leisure and Wellness (15%), Internal Support (10%). For additional information on City services, refer to the City of Winnipeg web site at:

<http://winnipeg.ca/interhom/Departments/>

- B2.7 The Winnipeg Fire Paramedic Service (WFPS) requires a Computer Aided Dispatch (CAD) system, a Records Management System (RMS), a Station Alerting System, a Staff Scheduling System (Roster), a Learning Management System, and a System Status Management (Decision Support) Solution.

The approximately 1,400 members of the WFPS – who are represented by five unions – provide fire and rescue services as well as medical response by the Winnipeg Fire Department Branch, and emergency medical services (EMS) by the Winnipeg Emergency Medical Services Branch under a service purchase agreement with the Winnipeg Regional Health Authority (WRHA). The WFPS also provides inter-facility transport coordination as part of the agreement with the WRHA.

The primary public safety answering point (9-1-1 centre) is operated by the Winnipeg Police Service, which transfers 9-1-1 calls for EMS and fire service to the WFPS dispatch centres.

The WFPS has two communications centres. The primary centre receives transferred 9-1-1 calls, and performs call handling and dispatch services for both fire and EMS calls, as well as managing non-urgent calls received on a direct-dial basis from the public. It also acts as the backup to the second communications centre which performs inter-facility transport (IFT) coordination. The IFT centre is also the “hot standby” to the primary 9-1-1 WFPS dispatch centre, which for risk management reasons is located in a different part of the City.

Serving a population of over 650,000 persons, the 2015 telephone call volume was 136,343 9-1-1 and non-emergent EMS and fire calls and 99,124 inter-facility transport calls. There were 125,188 fire, EMS, and inter-facility transport incidents entered into the CAD system.

Seventy-four fire apparatus and 58 EMS and inter-facility resources are situated in 31 fire and paramedic stations/locations distributed across the City.

The existing combined CAD and RMS is a custom, proprietary system that has been designed and built for the WFPS. It has an emergency “command and control” system and an inter-facility transport scheduling and tracking system. It also has a multi-database records management system. A station alerting module and three staff scheduling applications are part of the RMS. The WFPS does not have a learning management system as such, but the current RMS system has some training records applications for both fire and EMS personnel. It also includes a comprehensive program for precepting which is utilized by WFPS and outside organizations. There is no System Status Management (Decision Support) System at this time. See **Appendix 1** for a system overview diagram of the current state.

- B2.8 CAD/RMS system information technology support is provided by a combination of City of Winnipeg staff and contractor personnel. See **Appendix 1** for a system data flow diagram of the current state.

- B2.9 The components of the current CAD/RMS system are:

- (a) Computer Aided Dispatch System for fire, EMS, and inter-facility transport
- (b) Station alerting and messaging
- (c) Data radio status head and GPS interface
- (d) Automatic Number Identification and Automatic Location Information (ANI/ALI) interface with Manitoba Telecom Services
- (e) CAD-to-CAD interface with the Winnipeg Police Service Intergraph CAD system
- (f) Stretcher Service of Manitoba (SSOM) email notifications
- (g) Zoll electronic patient care reporting system interface

- (h) MIDAS billing system interface with Zoll electronic patient care reporting system
- (i) Dynamics Great Plains invoicing system interface with Records Management System
- (j) SCRIBE interface with Dynamics Great Plains invoicing system
- (k) Fire Inspection Reporting System interface with SCRIBE for invoicing
- (l) Fire Inspection Reporting System – desktop application – interface with Records Management System
- (m) Fire Inspection Reporting System – Web application – interface with Records Management System
- (n) Fire Drill Training System interface with Records Management System
- (o) Fire Field Reporting interface with Records Management System
- (p) Personnel – interface with departmental Records Management System and PeopleSoft ERP system
- (q) Firefighter Leave Module interface with Records Management System
- (r) Fire Roster interface with departmental Records Management System and PeopleSoft ERP system
- (s) EMS Roster interface with Records Management System and PeopleSoft ERP system
- (t) FPS Forms Database interface with departmental Records Management System
- (u) FPS Inquiry – Web-based query application of Records Management System
- (v) Certification tracking – Communications Operators – interface with Records Management System
- (w) Preceptor tracking – EMS & Fire – tablet interface with Records Management System
- (x) Preceptor tracking – EMS training – Web-based interface with Records Management System for outside agencies
- (y) Office of the Fire Commissioner interface with Records Management System
- (z) FirstWatch interface with Records Management System

B2.10 The general IT system environment that the City operates currently includes:

- (a) Server hardware/operating system: The City uses HP/Intel Windows 2012 Server platforms and employs CA Nimsoft to monitor and manage the server environment.
- (b) Storage: The City has a Storage Area Network (SAN) environment and Brocade switches to support data storage requirements for the development and production database tiers. IBM's TSM Backup/Archive, Veeam and Microsoft DPM products are used to backup and recovery services.
- (c) Database: The City uses Oracle 11g Standard Edition and Microsoft SQL Server 2012 Standard edition. The City plans to migrate to Oracle 12c during 2016. For larger scale applications Oracle is the preferred platform. The City has implemented a functional database environment that fulfils all application system functional requirements, provides full online backup, recovery, and reorganization facilities including database transaction logging and up-to-the-minute forward recovery, plus timely automated reporting of actual or potential errors or problems. The City conducts database performance measurement and tuning as necessary.
- (d) Network: The City of Winnipeg Backbone Network Infrastructure allows TCP/IP data communications between all City departments. This allows about 5,000 devices connected through the Backbone Network to be able to communicate with each other, the Internet, and with several servers at two corporate data centres.
- (e) The City's Backbone Network operates at speeds ranging from 100/1000 Base T fiber optic connectivity for large LANs, 10 Mbps for medium sized LANs, and 2 Mbps connections for small LANs. Cisco routers and switches are used in the WAN and LAN

as well as for VPN remote access. Checkpoint Nokia firewall products provide network security.

B2.11 Funding for the Scope of Work requires Council approval and is to be presented in 2017 capital budget.

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

B3.1 The purpose of this Request for Qualifications (RFQ) is to identify knowledgeable and capable Proponents who have experience in the provision, implementation, and support of the following public safety information technology systems:

- (a) Computer Aided Dispatch System
- (b) Records Management System
- (c) Station Alerting System
- (d) Staff Scheduling (Roster) System
- (e) Learning Management System
- (f) System Status Management (Decision Support) Solution

B3.2 The City invites qualified individuals to submit a Qualification Submission in response to this RFQ.

B3.3 After receiving the Submissions to this RFQ, the City will review all Submissions received and shortlist up to three of the most qualified Proponents.

B3.4 Only the Proponents shortlisted will be invited for:

- (a) A demonstration of their proposed software solution(s) and a description of their implementation approach to the RFQ evaluation team;
- (b) A more detailed budget proposal and an interview prior to release of RFP to determine the budget and to support their proposed solution(s) and implementation approach

B3.5 The short-listed Proponents from the RFQ competition may also be invited to a future RFP competition leading to the award of the contract, subject to both City Council approval of the proposed project budget and the RFQ evaluation team review of the additional information outlined in B3.4(a) and B3.4(b).

B3.6 The Proponents should note that the information obtained through this RFQ process will be used to develop and present detailed business case and budget proposal to Council. The City will only proceed with this project if Council approval is received. This is a part of the City's 2017 annual investment planning cycle.

### **B4. SCOPE OF WORK**

B4.1 The Work to be done under the proposed contract shall consist of the provision, implementation, and maintenance of the software systems.

B4.2 The major components of the Work are as follows:

- (a) Provide the City with at least one of the six (6) software systems listed in B3.1 Sections (a) to (f) and the relevant interfaces between the six systems as well as to other systems such as PeopleSoft. See **Appendix 2** for an overview of the future state systems. This diagram is intended to provide insight into the potential and desired relationships between all the systems. It does NOT represent an intended or suggested solution;
- (b) Provide assistance in the installation and configuration of relevant systems listed for integration;

- (c) Provide testing of the systems and assist with user acceptance testing, detailing the testing plans and user acceptance plans;
- (d) Provide training for both internal IT system support staff and users, detailing the scope of the training and the training methodology;
- (e) Support Organizational Change Management activities for the project, which would be led by the City, detailing the type and scope of the support;
- (f) Provide ongoing support and five (5) years maintenance with the option of mutually agreed upon five (5) year extensions, detailing the types and levels of the support and estimated cost thereof;
- (g) Provide data storage hosted completely within Canada, if a cloud-based hosting option is presented, describing the reasons for the choice.

B5.3 Notwithstanding B4.5, the type and quantity of work to be performed under this contract will be subject to annual approval of monies therefore in a budget by Council. Proponents are advised that no monies have been approved to date, as the CAD project budget for 2017 is still subject to Council approval.

**B5. GENERAL CONDITIONS**

B5.1 The *General Conditions for Supply of Services* (Revision 2007 04 12) are applicable to the Work of the Contract.

B5.1.1 The *General Conditions for Supply of Services* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at [http://www.winnipeg.ca/matmgt/gen\\_cond.stm](http://www.winnipeg.ca/matmgt/gen_cond.stm)

**B6. PROJECT SCHEDULE**

B6.1 The City intends to complete the evaluation of the Qualification Submissions by the end of August, 2016, and proceed with the demonstrations by short-listed proponents in September 2016.

B6.2 Details on the RFP schedule will be provided to the short-listed Proponents at the completion of the RFQ stage. The City intends to commence the RFP stage in Q2 of 2017.

B6.3 Estimated Preliminary Schedule

Phase	Approximate Date(s)
1. RFQ Process	June 2016
2. Evaluation/Shortlist of Proponents	July – August 2016
3. Demonstrations by short-listed Proponents	September 2016
4. Interview for budget determination	October - November 2016
5. City of Winnipeg budget approval process	October 2016 – April 2017
6. RFP process (shortlisted RFQ Proponents only)	Q2 2017
7. Award	Q4 2017

**B7. PROCUREMENT PROCESS**

B7.1 The first stage of the procurement process for the Project is this RFQ. The City intends to invite Proponents whose submission has been evaluated at a score of 70% or higher to participate in the second stage of the procurement process, the RFP.

B7.2 Following completion of the RFQ process, including the demonstrations, the shortlisted Proponents may be invited for a budget proposal and an interview for budget determination.

B7.3 The Short-listed Proponents will be invited to provide detailed proposals in response to an RFP that will be structured following best practices used in other Canadian jurisdictions. The RFP may include several submission stages related to technical, financial and, if needed, innovation components.

## **B8. DISCLOSURE**

B8.1 Various Companies provided information or services with respect to this Work. In the City's opinion, this relationship or association does not create a conflict of interest because of this full disclosure. Where applicable, additional material available as a result of contact with these Persons is listed below.

B8.2 The Companies are:

- (a) Hexagon Safety and Infrastructure (Intergraph)
- (b) TriTech Software Systems
- (c) Motorola Solutions
- (d) Versaterm
- (e) FDM Software
- (f) Bell Public Safety Solutions
- (g) Zoll Medical Corporation
- (h) The Optima Corporation
- (i) Lynx Graphics Ltd.
- (j) Smith Brownlee & Associates Inc.

## **B9. ENQUIRIES**

B9.1 All enquiries shall be directed to the Contract Administrator identified in B11.

B9.2 Any Proponent 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 Contract Administrator.

B9.3 If the Proponent finds errors, discrepancies or omissions in the document, or is unsure of the meaning or intent of any provision therein, the Proponent shall promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.

B9.4 If the Proponent is unsure of the meaning or intent of any provision therein, the Proponent should request clarification as to the meaning or intent prior to the Submission Deadline.

B9.5 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the RFQ will be provided by the Contract Administrator to all Proponents by issuing an addendum.

B9.6 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the RFQ will be provided by the Contract Administrator only to the Proponent who made the enquiry.

B9.7 The Proponent shall not be entitled to rely on any response or interpretation received pursuant to B8 unless that response or interpretation is provided by the Contract Administrator in writing.

**B10. CONTRACT ADMINISTRATOR**

- B10.1 The Contract Administrator is:  
Joe Kowal  
Winnipeg Fire Paramedic Service  
Telephone No. 204-986-7927  
E-mail address: jkowal@winnipeg.ca

**B11. ADDENDA**

- B11.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the RFQ, or clarifying the meaning or intent of any provision therein.
- B11.2 The Contract Administrator 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>
- B11.2.1 The Proponent is responsible for ensuring that he/she 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.
- B11.3 The Proponent should acknowledge receipt of each addendum on Form A: Request for Qualification Application.

**B12. CONFLICT OF INTEREST AND GOOD FAITH**

- B12.1 Proponents must not include among their team, any business entity or individual who is, or is associated with, in any way, any consultant retained by the City in relation to the Project, including but not limited to consultants providing engineering, architectural, legal, process, finance or financial capacity advice or any Person likely to create a conflict of interest or a perception of conflict of interest.
- B12.2 If a Proponent considers that a particular relationship or association does not create a conflict of interest and will not create a perception of conflict of interest, but is concerned that the City could arrive at a different conclusion, the Proponent should fully disclose the circumstances to the City at the earliest possible date, and request that the City provide an advance interpretation as to whether the relationship or association will be likely to create a conflict of interest or a perception of conflict of interest.
- B12.3 The Proponent declares that in submitting its response to this RFQ, it does so in good faith and will disclose to the best of its knowledge, whether there are any circumstances whereby any member of Council or any officer or employee of the City would gain any pecuniary interest, direct or indirect, as a result of the Proponents participation in this Project.
- B12.4 Failure to comply with this provision may result in disqualification of your Submission from the RFQ process or, if the City becomes aware of your breach of this provision after the RFP has been issued, disqualification from the RFP process.

**B13. CONFIDENTIALITY AND PRIVACY**

- B13.1 Information provided to a Proponent by the City or acquired by a Proponent 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 Proponent shall not make any statement of fact or opinion regarding any aspect of the RFQ and any subsequent proposal to the media or any member of the public without the prior written authorization of the City.

- B13.2 The protection of personal information and privacy will be fundamental aspects of the Project. Proponents shall comply with all applicable privacy legislation, including but not limited to the Personal Information Protection and Electronic Documents Act (Canada) ("PIPEDA"). In addition, Proponents 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.
- B13.3 To the extent permitted, the City shall treat all Submissions as confidential. However, the Proponent 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.
- B13.4 All Qualification 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. Qualification 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.
- B13.5 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.

**B14. NON-DISCLOSURE**

- B14.1 Proponents must not disclose any details pertaining to their RFQ 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. Proponents shall not issue a news release or other public announcement pertaining to details of their Qualification Submission or the selection process without the prior written approval of the City.
- B14.2 Proponents are advised that an attempt on the part of any Proponent 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 Contract Administrator with respect to this RFQ solicitation, may lead to disqualification.

**B15. NO COLLUSION**

- B15.1 Upon making a Submission to this RFQ, each Proponent shall declare that they have not participated in any collusive scheme or combine.
- B15.2 Proponents must ensure that their participation in this RFQ is conducted without collusion or fraud on their part or any of their team. Proponents and their team members shall not engage in discussions or other communications with any other Proponents or their team members regarding the preparation or submission of their responses to this RFQ. Breach of this provision may result in disqualification from the RFQ process or, if the City becomes aware of your breach of this provision after the RFP has been issued, from the RFP process.

**B16. NO LOBBYING**

- B16.1 Any form of political or other lobbying whatsoever in relation to the Project or with a view to influencing the outcome of this RFQ process is strictly prohibited. Failure to comply with this provision may result in disqualification from the RFQ process or, if the City becomes aware of your breach of this provision after the RFP has been issued, disqualification from the RFP process.

**B17. ELIGIBILITY**

- B17.1 No Persons involved with the City, or acting as a consultant or sub-consultant to the City with respect to this Project, are eligible to submit a Qualification Submission for this RFQ or

participate in any manner whatsoever as a participant or advisor to any Proponent participating in this RFQ or subsequent RFP.

**B18. CITY'S PROJECT TEAM**

- B18.1 The City has appointed a Project Team to oversee all aspects of the Request for Qualification of the Project.
- B18.2 The Project Team consists of:
- (a) Project lead; Contract Administrator
  - (b) Assisted by key City staff.
- B18.3 The following firms are on retainer to provide specific advice to the Project Team on technical, financial, legal, procurement process, Project administration and communication issues. The City's advisors are:
- (a) Technical Advisors: Smith Brownlee & Associates
- B18.4 No Person retained to advise the City for this Project may participate for or on behalf of any Proponent or provide advice or services in respect of any part of the procurement or submission process.

**SUBMISSION INSTRUCTIONS**

**B19. SUBMISSION DEADLINE**

- B19.1 The Submission Deadline is 4:00 p.m. Winnipeg time, July 13, 2016
- B19.2 The Contract Administrator 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 B19.1.
- B19.3 Qualification Submissions will not be opened publicly.
- B19.4 Qualification Submissions determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned unopened.
- B19.5 The Qualification Submission should be submitted enclosed and sealed in an envelope clearly marked with the RFQ number and the Proponent's name and address.
- B19.6 Qualification Submissions submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.
- B19.7 Qualification Submissions shall be submitted to:
- The City of Winnipeg
  - Corporate Finance Department
  - Materials Management Division
  - 185 King Street, Main Floor
  - Winnipeg MB, R3B 1J1
- B19.5 The Qualification Submission may be submitted by mail, courier or personal delivery.
- B19.6 If the Qualification Submission is submitted by mail, courier or personal delivery, it shall be enclosed and sealed in an envelope clearly marked with the RFQ number and the Proponent's name and address, and shall be submitted to:
- The City of Winnipeg
  - Corporate Finance Department
  - Materials Management Division
  - 185 King Street, Main Floor

Winnipeg, MB, R3B 1J1

B19.6.1 Samples or other components of the Qualification Submission which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the RFQ number, the Proponent's name and address, and an indication that the contents are part of the Proponent's Qualification Submission.

B19.6.2 Qualification Submissions submitted by internet electronic mail (e-mail) or facsimile transmission will not be accepted.

## **B20. QUALIFICATION SUBMISSION**

B20.1 The Qualification Submission shall consist of the following components:

- (a) Form A: Request for Qualification Application (Section A);
- (b) Form N: Proponent Proposal – Requirements; a separate Form N for each software system.

B20.2 The Qualification Submission should also consist of the following components

- (a) Public safety knowledge and experience of Proponent
- (b) Implementation approach of Proponent

B20.3 All requirements of the RFQ should be fully completed or provided, and submitted by the Proponent no later than the Submission Deadline, with all required entries made clearly and completely to constitute a responsive RFQ.

B20.4 Proponents are advised that inclusion of terms and conditions inconsistent with the RFQ document will be evaluated in accordance with B29.

B20.5 All Submissions received in response to this RFQ will be kept in confidence with the sole purposes of evaluating and developing the best possible strategic option for the City.

B20.6 Submissions will become the property of the City upon receipt. No Submissions will be returned.

### **Format**

B20.7 Proponents should submit one (1) unbound original (marked "original") and one electronic copy saved in a searchable Adobe PDF document format.

- (a) Each requirement should be addressed in a separate section clearly marked with the corresponding letter;

B20.8 The City reserves the right to make additional copies of all Submissions for its internal review process and to provide such copies to its staff and external advisors.

## **B21. FORM A: REQUEST FOR QUALIFICATION APPLICATION**

B21.1 Further to B20.1(a), the Proponent shall complete one Form A: Request for Qualifications Application, making all required entries.

B21.2 Paragraph 2 of Form A: Request for Qualifications Application shall be completed in accordance with the following requirements:

- (a) if the Proponent is a sole proprietor carrying on business in his/her own name, his/her name shall be inserted;
- (b) if the Proponent is a partnership, the full name of the partnership shall be inserted;
- (c) if the Proponent is a corporation, the full name of the corporation shall be inserted;

- (d) if the Proponent is carrying on business under a name other than his/her own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.
- B21.2.1 If the Submission is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B21.2.
- B21.3 In Paragraph 3 of Form A: Request for Qualifications Application, the Proponent shall identify a contact person who is authorized to represent the Proponent for purposes of this RFQ.
- B21.4 Paragraph 7 of Form A: Request for Qualification Application should be signed in accordance with the following requirements:
- (a) if the Proponent is sole proprietor carrying of business in his/her own name, it shall be signed by the Proponent;
  - (b) if the Proponent is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
  - (c) if the Proponent 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 Proponent is carrying on business under a name other than his/her 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.
- B21.5 The name and official capacity of all individuals signing Form A: Request for Qualification Application should be printed below such signatures.
- B21.6 All signatures should be original.
- B21.7 If a Submission is submitted jointly by two or more persons, the word "Proponent" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Proponents in the Submission, shall be both jointly and several.
- B21.8 The Proponent should also provide the agreement between the Proponent and subcontractors.

## **B22. PROPONENT PROPOSAL REQUIREMENTS: FORM N**

- B22.1 Further to B20.1(b), the Proponent shall complete a Form N: Proponent Proposal – Requirements for each of the six software components responded to, making all required entries, including:
- (a) Mandatory requirement – will be evaluated on a pass/fail basis;
  - (b) Non-Mandatory requirement – will be evaluated;
  - (c) Desired Features – include an allowable feature or action that will not be evaluated
- B22.2 The Proponent should submit information in sufficient detail within Form N: Proponent Proposal – Requirements for the City to evaluate the Proponent's proposed solution in terms of the three categories of requirements stated in B22.1.

## **B23. PUBLIC SAFETY KNOWLEDGE AND EXPERIENCE OF PROPONENT**

- B23.1 Further to B20.2 the Proponent should submit information in sufficient detail for the City to evaluate the qualifications of the Proponent(s) by providing:
- (a) their organization, management and plan;
  - (b) the number of contracts similar in size, scope and complexity;
  - (c) the details of the scope and value of each contract;
  - (d) the names of clients;

- (e) the experience and qualifications of the Key Personnel assigned to the Project for projects of similar complexity, scope and value, including the principals-in-charge, the Contractors Representative, managers of the key disciplines and lead designers. Include educational background and degrees, professional recognition, job title, years of experience in current position, years of experience in design and years of experience with existing employer. Roles of each of the Key Personnel in the Project should be identified in the organizational chart referred to in B23.1(a)
- (f) Role and name of subcontractors
  - (i) the names of all subcontractors (if any),
  - (ii) their experience;
  - (iii) their roles; and
  - (iv) the Scope of Work specific to the system(s).
- (g) three (3) references for recent projects similar in size and scope. Each reference should consist of a company name, contact name, email address, phone number and a brief description of the project.

## **B24. IMPLEMENTATION APPROACH OF PROPONENT**

B24.1 Further to B20.2(b), the Proponent should submit information in sufficient detail to evaluate the Proponent's proposed implementation approach by providing:

- (a) Details of the Proponent's implementation approach including:
  - (i) Proposed project delivery timescale and scope;
  - (ii) Proposed phasing or sequencing;
  - (iii) Proposed resource effort (hours) per project phase;
  - (iv) Proposed implementation of Proponent's system(s) while current components remain in in operation;
  - (v) Anticipated project support effort (total hours) required of City staff;
  - (vi) Proposed assistance in installation of proposed system and all applicable interfaces;
  - (vii) Testing plans and user acceptance plans.
- (b) Details of the Proponent's proposed approach to Organizational Change Management aspects including:
  - (i) Proposed training strategy for WFPS end users and IT support staff
  - (ii) Proposed project communications activities, and
  - (iii) Proposed change and resistance management methods to increase user adoption.

## **B25. INTERVIEWS**

B25.1 The Contract Administrator may, in his/her sole discretion, interview Proponents during the evaluation process.

## **B26. SUBSTITUTIONS**

B26.1 The Work is based on the materials, equipment, methods and products specified in the Request for Proposal.

B26.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.

B26.3 Requests for approval of a substitute will not be considered unless received in writing by the Contract Administrator at least seven (7) Business Days prior to the Submission Deadline.

B26.4 The Proponent shall ensure that any and all requests for approval of a substitute:

- (a) provide sufficient information and details to enable the Contract Administrator to determine the acceptability of the material, equipment, method or product as either an approved equal or alternative;
- (b) identify any and all changes required in the applicable Work, and all changes to any other Work, which would become necessary to accommodate the substitute;
- (c) identify any anticipated cost or time savings that may be associated with the substitute;
- (d) certify that, in the case of a request for approval as an approved equal, the substitute will fully perform the functions called for by the general design, be of equal or superior substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract;
- (e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract.

B26.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his/her sole discretion grant approval for the use of a substitute as an “approved equal” or as an “approved alternative”, or may refuse to grant approval of the substitute.

B26.6 The Contract Administrator will provide a response in writing, at least two (2) Business Days prior to the Submission Deadline, to the Proponent who requested approval of the substitute.

B26.6.1 The Contract Administrator will issue an Addendum, disclosing the approved materials, equipment, methods and products to all potential Proponents. The Proponent requesting and obtaining the approval of a substitute shall be responsible for disseminating information regarding the approval to any person or persons he/she wishes to inform.

B26.7 If the Contract Administrator approves a substitute as an “approved equal”, any Proponent may use the approved equal in place of the specified item.

## **B27. NON-CONFORMING SUBMISSIONS**

B27.1 Notwithstanding B20.1, with the exception of B19.4, if a Proponent’s Submission is not strictly in accordance with any provision of this RFQ , the City may, at its option:

- (a) waive the non-conformance if, in the City’s opinion, the non-conformance is immaterial; or
- (b) reject the Submission as non-responsive if, in the City’s opinion, the non-conformance is material.

B27.1.1 If the non-conformance is an omission, the City may, at its discretion, give the Proponent up to five (5) Business Days to supply the omitted material.

B27.2 If the requested information is not submitted by the time specified in B19, the Submission will be determined to be non-responsive.

## **B28. PROPONENT’S COSTS AND EXPENSES**

B28.1 Proponents are solely responsible for their own costs and expenses in preparing and submitting a Qualification Submission and participating in the RFQ, including the provision of any additional information, attendance at meetings, or demonstrations of system(s).

## EVALUATION

### B29. EVALUATION CRITERIA

B29.1 Proponents Submissions will be evaluated in accordance with the criteria and weight factors indicated below:

EVALUATION CATEGORY	REFERENCE	WEIGHTING (%)
(a) Form N: Proponent Conformance to Mandatory Requirements or acceptable deviation therefrom.	B22.1(a)	<b>Pass/Fail</b>
(b) Form N: Proponent conformance to Non-Mandatory requirements or acceptable deviation therefrom	B22.1(b)	40
(c) Public Safety Knowledge & Experience of Proponent(s) (i) Organization and Plan (ii) Team members experience (iii) Key individuals experience (iv) References & description	B23	5 10 10 5
(d) Implementation approach	B24	30
<b>Total Score</b>		<b>100</b>

B29.2 Further to B29.1(a) and B27, the City may reject a Submission as being non-responsive if the Submission is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The City may reject all or any part of any Submission, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.

B29.3 Further to B29.1(a) and B29.1(b), Form N shall be evaluated considering the information submitted in response to B22.1(a) and B22.1(b).

B29.4 Further to B29.1(c), Public safety knowledge and experience shall be evaluated considering the information submitted in response to B23.

B29.5 Further to B29.1(d), Implementation approach will be evaluated considering the information submitted in response to B24.

B29.6 Reference checks to confirm information provided may not be restricted to only those submitted by the Proponent, and may include organizations representing Persons, known to have done business with the Proponent.

B29.7 The City has full power to conduct an independent verification of information in any Submission received and generally pertaining to the qualifications and experience of the Proponent and any proposed members of its team. The City and its evaluation team may conduct such due diligence in respect of a Proponent, its business, operations and experience as it or they deem necessary or advisable.

- B29.8 The City may, in its sole discretion, interview any or all Proponents during the evaluation process, to provide clarification or additional information in relation to its Submission.
- B29.9 Proposals will be evaluated considering the information in the Proposal Submission and any interviews held in accordance with B3.4.
- B29.10 A Submission may be determined to be not qualified if the Submission does not obtain a minimum of 70% of the points for each category.
- B29.11 The Proposal may be considered for RFP as a whole (Alternative 1) or separately in sections (Alternative 2) as determined to be most advantageous by the City.

### **B30. SHORTLISTED PROPONENT INTERVIEWS**

- B30.1 The City reserves the right to conduct interviews with the short listed Proponents, prior to the release of the RFP, to determine the budget.

### **B31. NO CONTRACT**

- B31.1 By submitting a Qualification Submission and participating in the process as outlined in this document, Proponents expressly agree that no contract of any kind is formed under, or arises from this RFQ, and that no legal obligations will arise.
- B31.2 Although it is the intention of the City to establish a short-list of Proponents to participate in the RFP stage of the procurement process, the City reserves the right and the full power to give notice in writing of any change to its Contract Administrator, amend any dates, schedules, limits and Scope of Work and any contract awarded, or to reject any and all Submissions, to launch a new or amended procurement process, or to decide that it will not issue the RFP, without incurring any liability in respect of costs or damages incurred by any Proponent.
- B31.3 Without limiting the generality of the foregoing, the City reserves the right and the full power to amend or cancel this RFQ, the procurement process or the Project at any time.
- B31.4 If the City proceeds to request a more detailed proposal, only to Proponents determined to be qualified under the RFQ process, the City will have no obligation to award a Contract where:
- (a) only one Submission is received; or
  - (b) in the judgment of the City, the interests of the City would best be served by not entering into a Contract.
- B31.5 The City reserves the right to disqualify any Proponent whose Submission, in the opinion of the City, contains false or misleading information.
- B31.6 Following the conclusion of the RFQ process, Proponents will be provided with information related to the evaluation of their Submission upon written request to the Contract Administrator.

### **B32. APPLICABLE FORMS AND REQUIREMENTS**

- (a) 450-2016\_FORM\_N\_WFPS\_CAD\_Requirements\_v1.4
- (b) 450-2016\_FORM\_N\_WFPS\_LMT\_Requirements\_v1.3
- (c) 450-2016\_FORM\_N\_WFPS\_Resource\_Allocation\_Tool\_Requirements\_v1.3
- (d) 450-2016\_FORM\_N\_WFPS\_RMS\_Requirements\_v1.4
- (e) 450-2016\_FORM\_N\_WFPS\_Staffing\_Requirements\_v1.4
- (f) 450-2016\_FORM\_N\_WFPS\_Station\_Alerting\_Requirements\_v1.2
- (g) 450-2016\_WFPS\_CAD\_Requirements\_by\_Function\_v1.2
- (h) 450-2016\_WFPS\_LMT\_Requirements\_by\_Function\_v1.3

- (i) 450-2016\_WFPS\_Resource\_Allocation\_Requirements\_by\_Function\_v1.2
- (j) 450-2016\_WFPS\_RMS\_Requirements\_by\_Function\_v1.2
- (k) 450-2016\_WFPS\_Staffing\_Requirements\_by\_Function\_v1.2
- (l) 450-2016\_WFPS\_Station\_Alerting\_Requirements\_by\_Function\_v1.2

**B33. APPLICABLE APPENDICES**

<u>Appendix No.</u>	<u>Appendix Name/Title</u>
Appendix 1	450-2016_Appendix_1_Current_System_Overview_and_Dataflow_Diagram
Appendix 2	450-2016_Appendix_2_WFPS_Future_System_Overview_Diagram