

Template Version:

FORM N: PROPONENT PROPOSAL - REQUIREMENTS

Instructions for filling out Form N: Proponent Proposal - Requirements

1. Complete Form N: Proponent Proposal - Requirements
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 the proposed scope of your solution can meet the requirement.** Y indicates that the proposed scope of the solution you are proposing will meet the requirements listed in the requirement statement. N indicates that the proposed scope of the solution you are proposing will not meet the requirements.
2. **For each Non-Mandatory requirement indicate which Proponent response code that best describes the proposed scope of your solution:**

Y – Available Out of the Box: the 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: the solution for the requirement is not currently available in the existing product “out of the box”, but will 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: the solution for the requirement is not currently available, but will be available in an upcoming planned product release. If this option is indicated, include the date/timeframe when the requirement will be available for implementation, which should be either:

- a) A planned release up to 3 calendar months after the RFP 943-2017 competition close date, where an additional Proponent response code of **3** should be provided;
- b) A planned release up to 6 calendar months after the RFP 943-2017 competition close date, where an additional Proponent response code of **6** should be provided, or
- c) A planned release up to 12 calendar months or longer after the RFP 943-2017 competition close date, where an additional Proponent response code of **12** should be provided.

3 – Third Party Supplied: the 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: the solution for the requirement will not be provided by the Proponent.

3. For each requirement in which the City has noted as “Please Describe”, and/or asked specific questions, Bidder shall include additional information, referencing the specific Ref #, at the end of the section and/or as appendices. **Ref # is highly important to ensure linkage between requirement and description.**

Notes:

1. An omitted response will be assumed to be the same as a response code of “N”.
2. Any deviation from the response code will be re-coded at the discretion of the City of Winnipeg.

Responses of Y, C, F and 3 to mandatory and non-mandatory requirement assume the requirement is in the scope of the Proponent’s proposal and will be included in a budget proposal if the Proponent’s proposal is short-listed.

Template Version:

A. Mandatory Requirements			
Requirement Description	Requirement Information	RFQ Ref#	Proponent Response (Y, N)
1. General Requirements			
The system must comply with all requirements of the Manitoba Freedom of Information and Protection of Privacy Act (FIPPA) , Personal Health Information Act (PHIA)		G1.1	
The system must be fully compliant with all coding and reporting requirements as defined by the Manitoba Fire Commissioner (OFC). http://www.firecomm.gov.mb.ca/investigations_reporting.html	These requirements must be complied with at the outset of the implementation and maintained as long as the system is in use in WFPS. The system must be capable of electronic reporting of incident information to the Fire Commissioner's Office.	G1.2	
The system must support the automated export of information based on triggers which are to be defined by the system administrator		G1.3	
The system must support the automated import of data from a variety of different interfaces and/or applications.		G1.4	
The system must allow a user to begin a report on one workstation and then, should they need to stop for any reason, resume the report from another workstation at a later date/time.		G1.5	
The system must include (at a minimum) a method for capturing:	<ul style="list-style-type: none"> • Unit (Fire and EMS) Activity Tracking • Incidents • Properties • Inspections • Permits • Complaints • Investigations 	G1.6	
The system must be capable of operating on a variety of hardware platforms including but not limited to:	<ul style="list-style-type: none"> • Desktop computer • Laptop computer • Tablet computer 	G1.7	
Access to each data model or module must be controlled by security which is configurable by the system administrator		G1.8	
The system administrator must be able to create security groups and assign tables to that security group	Designated users must be allowed the security to add, modify records as appropriate	G1.9	
The system administrator must be able to add users to each security group as required		G1.10	
2. Record of Incident			
The system must be capable of automatically receiving basic incident information from a separate CAD system via an interface		R1.1	

Template Version:

<p>The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information:</p>	<ul style="list-style-type: none"> • Incident address • Building name • Initial incident type • Initial alarm level • Initial priority • Final incident type • Final alarm level • Final priority • Responding units • Incident Attendees (all personnel on scene) • Dispatcher notes • Caller information (name, phone number, address) • Call source • First-In Zone • TAC Channel • Event Number • Incident Benchmarks • Flight ID / Patient ID • Pick up Location • Drop off Location • Patient Origin (City picklist) 	<p>R1.2</p>	
<p>The system must automatically link any incident with any existing property record at the same location.</p>		<p>R1.3</p>	
<p>3. Property Inspection</p>			
<p>The inspector must be capable of marking an inspection as 'failed' or 'unsuccessful' non-compliant which will automatically generate a re-inspection.</p>	<p>Re-inspection records should be linked to the initial inspection.</p>	<p>P1.1</p>	
<p>The inspector must be able to record inspection information from a remote location.</p>	<p>I.e. via Web App or other app specifically designed to be access via tablet or smart phone. Must have real-time entry into the RMS database.</p>	<p>P1.2</p>	
<p>Must generate an inspection report that notes all violations and attach it to an email to send to the owner.</p>	<p>Program must be able to generate an inspection report to provide to the owner.</p>	<p>P1.3</p>	
<p>Must have a function in the program that provides checklists of Fire Code regulations pertaining to particular occupancy classes. http://www.firecomm.gov.mb.ca/support_inspecti ons.html</p>	<p>Each occupancy class has a checklist of common codes pertaining to that type of occupancy. (I.e. Warehouse occupancy would have a checklist that included Part 3 of the Fire Code pertaining to indoor and outdoor storage.)</p>	<p>P1.4</p>	
<p>Must have ability to view activity and inspection history for all past inspections.</p>	<p>Show all previous inspections and inspection results.</p>	<p>P1.5</p>	
<p>The basic property data must be consumed by the RMS and automatically create a property record using (at a minimum) the following information:</p>	<ul style="list-style-type: none"> • Property address • Property name • Property class • Property linkages (i.e. when a Starbucks is inside of a grocery store) • Property references (contacts) • Associated business licenses 	<p>P1.6</p>	

Template Version:

<p>The system must allow for the tracking of complaints against a property.</p>	<ul style="list-style-type: none"> Complaints may be generated by an individual, an internal user or an external agency and attached to an address. Users must be able to generate an Inspection from a complaint. This would include tracking of multiple re-inspections as required. Complaints must be assigned a status which is pre-defined by the system administrator. 	<p>P1.7</p>	
4. Interface			
<p>The RMS system must be capable of maintaining a 2-way near time interface with the CAD system.</p>		<p>I1.1</p>	
<p>The interface must allow for automatic importing/exporting of data based upon pre-defined business rules.</p>		<p>I1.2</p>	
<p>Incoming data from the CAD system must include (but not be limited to):</p>	<p>A. Incident address B. Building name C. Initial incident type D. Responding units E. Unit status information F. Incident Attendees G. Dispatcher notes H. Caller information (name, phone number, address) I. Call source J. First-In Zone K. TAC Channel L. Event Number M. Incident Benchmarks</p>	<p>I1.3</p>	
<p>It must be possible to interface with the proprietary First Watch - a business intelligence tool.</p>	<p>This application will sync the RMS data with the First Watch application.</p>	<p>I1.4</p>	
5. Technical			
<p>The RMS must operate on a standard industry-recognized operating system.</p>	<p>Examples of this would be Windows platform.</p>	<p>T1.1</p>	
<p>The RMS database must be a standard industry-based relational database.</p>	<p>Examples of this would be Oracle, MSSQL. The preferred DB is MSSQL.</p>	<p>T1.2</p>	
<p>The vendor must allow for annual upgrades of OS and DB.</p>	<p>The vendor must allow for annual upgrades of OS and DB.</p>	<p>T1.3</p>	
<p>System backups must not negatively impact system performance.</p>	<p>System backups must not negatively impact system performance.</p>	<p>T1.4</p>	
<p>The vendor must provide the database schema, with annual updates.</p>	<p>The vendor must provide the database schema, with annual updates.</p>	<p>T1.5</p>	
<p>The vendor must provide the database dictionary.</p>	<p>The vendor must provide the database dictionary.</p>	<p>T1.6</p>	
<p>The vendor must provide detailed system administration documentation.</p>	<p>The vendor must provide detailed system administration documentation.</p>	<p>T1.7</p>	
<p>The vendor must provide system administration training.</p>	<p>The vendor must provide system administration training.</p>	<p>T1.8</p>	
<p>The vendor must provide functional documentation.</p>	<p>The vendor must provide functional documentation.</p>	<p>T1.9</p>	
<p>The vendor must provide functional test plans and test scripts.</p>	<p>The vendor must provide functional test plans and test scripts.</p>	<p>T1.10</p>	

Template Version:

The vendor must provide a system architecture diagram.	The vendor must provide a system architecture diagram.	T1.11	
Database backup	The RMS must provide the ability for on line/hot backups of the database without impairing system operation.	T1.12	
Failover capability	The RMS must have the ability to fail over to another server/system.	T1.13	
The system must support current industry standard infrastructure formats.	The system must be capable of operating in a Virtual Machine environment Virtual Machine environment includes database servers, interface or application servers and dispatch workstations.	T1.14	
6. Corporate			
The system must comply with all requirements of the Manitoba Freedom of Information and Protection of Privacy Act (FIPPA), Personal Health Information Act (PHIA).		C1.1	
Vendor must support/work with standard vendors for various interfaces including CAD and PeopleSoft solutions.		C1.2	
Vendor must offer annual maintenance packages.		C1.3	
Vendor must provide a warranty for the product/solution.		C1.4	
The vendor must be able to provide a process for system upgrades.		C1.5	
The vendor must provide software configuration training to identified super users.		C1.6	
Vendor must provide 7/24/365 support	<ul style="list-style-type: none"> • The vendor must provide an agreed service level agreement • The vendor must provide a response within a certain time frame to calls for assistance • The response time must be based on the priority of the request • The vendor must provide first, second and third level support 	C1.7	

Template Version:

N. Non-Mandatory Requirements			
Requirement Description	Requirement Information	RFQ Ref#	Proponent Response (Y, N)
1. General Requirements			
The system should allow for the tracking of specific user-initiated transaction to ensure that they are managed in a consistent manner.	The system should provide for audit tracking for all system transactions The system should allow for audit tracking, at the table level.	G2.1	
The system should use common standard hot-key combinations and keyboard conventions as are found in Windows applications.		G2.2	
The system should support the manual or automated extract of data in formats that are usable for all standard applications including, but not limited to:	<ul style="list-style-type: none"> • .csv • .html • .xml • .rtf • .doc 	G2.3	
The system should support the manual import of data from a variety of formats including but not limited to:	<ul style="list-style-type: none"> • .csv • .html • .xml • .rtf • .doc 	G2.4	
The system should support the attachment of external documents in all of the standard formats including, but not limited to:	<ul style="list-style-type: none"> • .csv • .doc • .jpg • .pdf 	G2.5	
The system should be accessible through a web-based interface		G2.6	
There should be a mechanism for attaching internal and externally available documents and images to records within the system		G2.7	
Logic should be applied to data entry fields to ensure the correct data is captured	It should be possible to block the completion of a form if a field is incorrectly filled out or missing information. Based on responses to form questions additional nested questions can be made to appear.	G2.8	
The system should provide functionality that allows the system to default or exclude some field entries when specific values in other fields are entered.	For example, if user enters the type of fire as Outside Fire, any field related to Room of Origin should become unavailable for entry.	G2.9	
The system should allow all drop-down or picklists values to be defined by the system administrator.		G2.10	
The system should allow the values in drop-down or picklists to be different depending on the agency or user that is logged on.		G2.11	
The system administrator should be able to configure security on a user by user basis down to the variable level.	User A should be able to view some data on Form A but not all of it.	G2.12	
The system should be configurable by the system administrator	<ul style="list-style-type: none"> • Forms • Reports • Frequently Asked Questions (help files) • Adding data elements 	G2.13	
The system should allow the system administrator to customize all forms within the system.		G2.14	

Template Version:

The system should be configurable by the system administrator to define colours, fonts, labels etc.		G2.15	
The system should provide views and reports that support user definable searches on all system data elements.		G2.16	
The system should be delivered with out-of-the-box canned reports which can be run by users based on security levels.		G2.17	
All views and reports generated "on-screen" should be printable.		G2.18	
All system 'canned report's should be exportable by the users in either .pdf or .doc(x) format.		G2.19	
The user should be able to create a report by pulling data from multiple tables in the system.		G2.20	
The system should allow the user to save reports so that they can be run whenever required.		G2.21	
The system should allow for the scheduling or automation of reports to be run.	By date/time By specific incident type	G2.22	
The system should provide a mechanism for disseminating reports to specified personnel via email or some other method.		G2.23	
The system should provide a dashboard function for monitoring information in real-time by designated users.		G2.24	
Users should be able to determine what information is displayed on the dashboard based on their security within the system and role within the department.		G2.25	
The system should allow the users to run a wide range of reports as related to user performance, time on task and resource deployment.		G2.26	
Content of any reports should be user definable.		G2.27	
Frequency of any reports should be user definable.		G2.28	
The system should allow for data mining from 3rd-party tools to support the tasks of Quality Improvement (QI).		G2.29	
The system should be a true multi-agency system that provides each agency with the ability to keep data elements confidential through user definable security as required.	For example a Fire user group and a Paramedics user group would have access to different information.	G2.30	
Each agency should have the ability to control the access of other agencies to the data they own.		G2.31	
2. Record of Incident			
Once an incident (fire typically) has been sent from the CAD the system should allow for different users to complete specific portions of the follow-up incident report.	If multiple apparatus attend an incident, each officer should be able to complete their apparatus-specific information including attendees (if not completed by CAD), apparatus actions, notes	R2.1	

Template Version:

<p>The system should allow each user to 'lock off' their portion of the incident so that it cannot be modified.</p>	<ul style="list-style-type: none"> • A user should be able to lock their portion of an incident. • It should be possible for users with the appropriate security to lock the entire incident record when it is complete. • It should be possible to mark fields which are required to be completed before a record can be locked. • The system should track the locking of an incident including the person who locked the record and date time. • If a record is unlocked the system should track the time/date and user who unlocked the record. 	<p>R2.2</p>	
<p>Select portions of an incident record should be made invisible to users based on security.</p>	<p>If a fire incident requires full investigation, information should be restricted to only the investigator completing the report. Any firefighter or paramedic injuries or exposures should not be visible outside of specific authorized users.</p>	<p>R2.3</p>	
<p>The system should allow for the creation of 'exposure' records based on the initial incident.</p>	<p>Exposure records are generated when a primary fire causes a secondary fire (i.e. house #1 catches on fire, sparks or flames from that fire cause a fire in a neighbouring property).</p>	<p>R2.4</p>	
<p>The system should allow for the manual creation of Incident records when required.</p>		<p>R2.5</p>	
<p>The ability to create manual incident records should be controlled by security which is configurable by the system administrator.</p>		<p>R2.6</p>	
<p>The system should have a mechanism for all appropriate completed incident reports to be electronically submitted to the OFC.</p>		<p>R2.7</p>	
<p>The incident form or forms should capture all the information required by the OFC. http://www.firecomm.gov.mb.ca/investigations_reporting.html</p>	<p>This should include information related to cause of type of fire, injuries and/or deaths etc.</p>	<p>R2.8</p>	
<p>Based on the requirements of the Manitoba OFC, the system should allow for data filtering so that when one piece of information is selected the next piece of information is filtered to only the valid options.</p>	<p>For example, if writing a report regarding an outside garbage bin fires some fields are not required/applicable such as horizontal flame spread and vertical flame spread. A system administrator should be able to define these fields and what is to be filled in the fields or if they are hidden, etc.</p>	<p>R2.9</p>	
<p>The system administrator should be able to add custom fields onto any incident-related forms as required to capture incident-related information that is not part of the 'out-of-the-box' implementation of the system.</p>	<ul style="list-style-type: none"> • Special situation information (e.g. Hazardous Material handling) • First-In Apparatus information • Calculated values such as the amount of time it took for an apparatus to go from dispatch to enroute or dispatch to on-scene 	<p>R2.10</p>	
<p>The user should be able to attach or link to images or documents related to an incident.</p>		<p>R2.11</p>	

Template Version:

The system should track all unit activity.	<ul style="list-style-type: none"> Manually added data Transfers from the CAD system 	R2.12	
User should be able to add information related to a unit/apparatus or station activity.	<ul style="list-style-type: none"> Task or activity Time associated to specific tasks Notes Location Apparatus Personnel 	R2.13	
A unit history should be retrievable for either the most recent log on period or for a number of log on periods	<ul style="list-style-type: none"> A unit history should be retrievable for either the most recent log on period or for a number of log on periods When a unit history is queried, the system should display the most recent unit history for that unit. For example a list of fire the unit attended over the period. 	R2.14	
The unit history should present all transactions associated with the unit, including all events, non-event related activities (unit in training); also the personnel roster.	<p>The unit history should present all transactions associated with the unit, including all events, non-event related activities including all miscellaneous comments entered; also the personnel roster.</p> <p>It should be possible to display the unit remarks and system based chronology in separate pieces. This would allow the users to look up their remarks without having to sort through all the other system information (chronology).</p>	R2.15	
The unit history should be able to be printed, by command, by mouse click or by hot-key combination where available.		R2.16	
3. Property Inspection			
Inspections should be able to be categorized by types such as:	<ul style="list-style-type: none"> Fire Prevention Inspections Operations Inspections 	P2.1	
A further breakdown of inspections should be possible under each inspection category so as to indicate the classification of the inspection such as business license inspection or daycare inspection etc.		P2.2	
It should be possible to relate specific inspectable items for each property based on a variety of criteria including but not limited to:	<ul style="list-style-type: none"> Property address Property class Inspection class Occupancy Description 	P2.3	
The system administrator should be able to define the frequency of inspections for each type of inspection based on a pre-defined set of business rules.		P2.4	
It should be possible to create recurring and non-recurring inspections.		P2.5	

Template Version:

<p>The inspector should be capable of marking an inspection as 'failed' or 'unsuccessful' non-compliant which will automatically generate a re-inspection.</p>	<p>Re-inspection records should only contain items that did not pass during the initial inspection. Once all items have passed inspection, a follow-up inspection should be generated and should contain all inspectable items. Follow-ups are scheduled based on the inspection type this could be every 1, 2 or 3 years depending on property type and use.</p>	<p>P2.6</p>	
<p>There should be a mechanism for attaching external files related to an inspection which could include but not be limited to:</p>	<ul style="list-style-type: none"> • Images • Documents 	<p>P2.7</p>	
<p>It should be possible to link inspections to other events within the RMS including but not limited to:</p>	<ul style="list-style-type: none"> • Incidents • Complaints 	<p>P2.8</p>	
<p>The system should allow for multiple inspectors to work one inspection.</p>		<p>P2.9</p>	
<p>The user should be able to enter general information about the inspection such as:</p>	<p>Time In/Time Out</p>	<p>P2.10</p>	
<p>Should be able to archive historical date on owner information and information on inspections.</p>	<p>If owner changes; the old information will be archived in a data base for access by inspectors.</p>	<p>P2.11</p>	
<p>Inspection information should have the function to update the inspection to an ORDER and generate an ORDER document.</p>	<p>When an inspection moves to enforcement (Order) we would like to be able to generate the document and have the inspection record indicate it has gone to Order.</p>	<p>P2.12</p>	
<p>Should be able to connect to AMANDA or Property information program to obtain tax assessment information on owner.</p>	<p>This is required for enforcement purposes to ensure we have accurate owner information and property description information.</p>	<p>P2.13</p>	
<p>For KPIs and performance metrics the system should be able to generate reports of annual inspections by:</p>	<ol style="list-style-type: none"> 1. Inspection reason, 2. occupancy code and class, 3. violations cited, 4. employee reports, 5. overdue inspections, 6. overdue by inspector, 7. open inspections, 8. Inspector work status, 9. count of inspections based on specific information in the inspection, 10. response times, 11. outstanding violations, 12. locations not inspected by date, 13. advanced location searches. 	<p>P2.14</p>	
<p>Search engine should allow inspectors to search inspections by specifics, location, owner, building information, contact information.</p>	<p>Provides inspectors with the ability to locate inspection related information or find all properties owned by one owner.</p>	<p>P2.15</p>	
<p>Have a calendar function that should allow inspectors to schedule inspections.</p>	<p>For ease of scheduling.</p>	<p>P2.16</p>	
<p>Should allow inspectors to prioritize inspections in their queue based on level of priority and required date of completion.</p>	<p>This assists in time and work management because inspectors carry between 150-250 inspections and need the ability to organize their work.</p>	<p>P2.17</p>	

Template Version:

Should allow the inspector to customize the violation wording to apply to the situation and building.	Provides the ability to give the owner detailed information about the location of the violation and specifics to the building or circumstances noted at the time of the inspection.	P2.18	
The system should be capable of automatically receiving basic property data from any city or regional property database.		P2.19	
The system administrator should have the ability to configure the security so that access to the property information can be provided on a user group basis.		P2.20	
The system should allow for the recording of building use information outside of the property class.	i.e. Property Class may be D - Professional but the use might be specific to a doctor's office or lawyer's office etc.	P2.21	
The system should allow for the recording of physical building information including but not limited to:	<ul style="list-style-type: none"> • Number of floors above grade • Number of floors below grade 	P2.22	
The system should allow for the recording of hazards, warnings or special information related to the property including but not limited to:	<ul style="list-style-type: none"> • Gate/Building codes • Lockbox locations • Special instructions 	P2.23	
The system should allow for the manual recording of HazMat information.	<ul style="list-style-type: none"> • Type of materials being stored • Quantities of materials being stored • Location of materials being stored 	P2.24	
Users should be able to add or modify contacts.	<ul style="list-style-type: none"> • Business license related contacts • Property related contacts 	P2.25	
The system should have a mechanism for the recording of billable items related to the property based on pre-defined business rules including but not limited to:	<ul style="list-style-type: none"> • Incident related charges • Inspection related charges • Permits related charges 	P2.26	
The system should allow a property to be marked as an Inspectable property.		P2.27	
When looking up a property the user should be able to view all information related to that property including but not limited to:	<ul style="list-style-type: none"> • Incidents • Inspections • Permits 	P2.28	
The system should allow for the tracking of permits against a property including but not limited to:	<ul style="list-style-type: none"> • Burning permits • Fireworks • Pyrotechnics 	P2.29	
4. Interface			
It should be possible for the system administrator to define the information that will be imported from the CAD system to the RMS system.	The administrator should be able to define where each data element from the CAD system will be stored in the RMS.	I2.1	
The RMS system should be capable of receiving data from a municipal or regional property database (AMANDA). This should include (but not be limited to):	<ul style="list-style-type: none"> • Property address • Property name • Property class • Property linkages (i.e. when a Starbucks is inside of a grocery store) 	I2.2	
The system should be capable of maintaining a one-way interface between the Staffing system and the RMS. This should include (but not be limited to):	<ul style="list-style-type: none"> • First Name • Last Name • Common Name • Rank • Shift • Assignment 	I2.3	

Template Version:

It should be possible for the system administrator to define the information that will be imported from the staffing system to the RMS system.	The administrator should be able to define where each data element from the staffing system will be stored in the RMS	I2.4	
It should be possible for the RMS system to receive Personnel information from PeopleSoft.	Basic personnel data	I2.5	
It should be possible to interface with the department's financial system. They currently utilize General Dynamics. In the future they intend to migrate to PeopleSoft.	It should be possible to identify the data to be transferred in the interface from several of the modules including incidents, and inspections. For example, certain Motor Vehicle incidents, Interfacility transfers, re-inspections, permits. It should be possible to QA (confirm) data before it is sent to the interface. This would allow a designated user to ensure correct and complete information is being transferred.	I2.6	
5. Technical			
For the purposes of upgrades, failovers and business continuity planning the RMS system should allow for either data replication or journaling to a secondary server.		T2.1	
The RMS should have the ability to journal or replicate the data on an alternate site or source for data mining.		T2.2	
Customized Alerts and reports.	Should be able to provide multi alarm notifications system health notification (server failure notification), out of service reports, daily summary reports, and others to be defined. Should be able to send these reports by emails, paging, or other notification method to be determined. Should be possible for the system administrator to define individuals or groups of individuals to receive this information.	T2.3	
RMS vendor should provide application health status alerts to facilitate SNMP monitoring or similar technology.		T2.4	
The system should support importing and exporting in XML.		T2.5	
The vendor should provide a multiple environment test environment.	There should be at least the following database environments required - Production (LIVE), training and development.	T2.6	
The vendor should provide sync scripts.		T2.7	
It should be possible to allow access to the system remotely through a secure connection.	Via remote desktop services through VPN or some other secure method.	T2.8	
6. Corporate			
Vendor solution should be currently installed in departments of similar size and number of users.	Vendor should be able to provide references.	C2.1	
Vendor should offer an extended warranty.		C2.2	

Template Version:

The vendor should provide a system database schema.		C2.3	
The vendor should be able to describe the different services and levels of support that are available.		C2.4	
The vendor should provide product release notes for the version of the software being recommended for use at the time of system implementation.		C2.5	
System documentation should include both user guides and system administrator guides.		C2.6	
The vendor should provide technical assistance with the configuration of the system.		C2.7	
The vendor should provide technical assistance with the implementation of the system.		C2.8	
System solution should be subject to an internal (vendor) QA process.		C2.9	
The vendor should provide implementation and project support.		C2.10	
Vendor should provide 7/24/365 support.	The vendor should provide a web-based knowledge bank.	C2.11	
Vendor should track and monitor customer submitted bugs.		C2.12	
Vendor should provide a single point of contact.		C2.13	

O. Desired Requirements			
Requirement Description	Requirement Information	RFQ Ref#	Proponent Response (Y, N)
1. General Requirements			
Forms may be creatable and editable by the system administrator.	<ul style="list-style-type: none"> • A form can be created with static text or with information linked from existing data using a query. • The form can collect new data in existing record tables or a new field can be custom created. • Data entered into a form can be free text, derived from a customized pick list, or from a query. 	G3.1	
Forms may have workflows editable by the system administrator.	<ul style="list-style-type: none"> • Forms may have tracking processes and workflows based on who needs to complete the form and approve or review it. • A form can be assigned to a user or group and require review or approval from other designated user groups. • Forms or approval assigned to an individual can be reassigned if required. • Based on the where a form is in a workflow it may have a status. 	G3.2	
It may be possible for a user to make use of a 'forgot password' function so that they do not need to contact technical support personnel in the event that they are unable to remember their password.		G3.3	

Template Version:

It may be preferred if that the system be configurable by the individual user so that they can define colours and fonts.		G3.4	
The system may be able to represent all data retrieved in these reports and views in a variety of ways including but not limited to:	<ul style="list-style-type: none"> • Base maps • Charts • Graphs • Pre-formatted report templates 	G3.5	
2. Record of Incident			
The system may allow a method for a senior officer, supervisor or admin staff to perform quality assurance (QA) on incident reports submitted by a frontline officer.	The system may allow for another user to confirm that a report has been filled in correctly and mark the report as confirmed or signed off. The person performing the QA role may be able to reject a report and send it back to the submitting officer with a list of changes that need to be made.	R3.1	
The system may allow the user to generate a follow-up inspection if so required and link it to the incident.		R3.2	
3. Property Inspection			
It may be possible to perform an inspection and relate that inspection to a specific business license attached to the property.	The user may be provided with a way on the inspection record to select a business license. The system may display the previous business license that the inspection was performed against (if applicable).	P3.1	
The user may be able to enter general information about the inspection such as:	<ul style="list-style-type: none"> • Performed at night, • Vacant property noted, • Illegally added suites to rooming houses or multi-family dwellings 	P3.2	
Data added by a property interface may be marked as such.	i.e. 'Added by Property Interface' flag	P3.3	
The system may allow a user to manually enter a property record on an as-needed basis.		P3.4	
The system may allow for the recording of physical building information including by not limited to:	<ul style="list-style-type: none"> • Roof truss type • Construction style 	P3.5	
The system may allow for the recording of pre-incident planning information including but not limited to:	<ul style="list-style-type: none"> • Building plans • Links to external documents 	P3.6	
4. Interface			
The RMS system may be capable of receiving data from a municipal or regional property database. This may include (but not be limited to):	<ul style="list-style-type: none"> • Property references • Associated business licenses • Construction information (i.e. roof truss type, wall construction) • Levels above grade • Levels below grade 	I3.1	
It may be possible for the system administrator to define the information that will be imported from the property database to the RMS system.	The administrator may be able to define where each data element from the property database will be stored in the RMS.	I3.2	
The system may be capable of maintaining a one-way interface between the Zoll ePCR system and the RMS	The administrator may be able to define where each data element from the ePCR system will be stored in the RMS	I3.3	

Template Version:

The system may be capable of a one-way interface with the Pre-Incident Plan program already procured by WFPS (First Look Pro).		I3.4	
Data transferred from the RMS to the First Look Pro application may include (but not be limited to):	<ul style="list-style-type: none"> • Property address • Property name • Property class • Property linkages (i.e. when a Starbucks is inside of a grocery store) • Property references • Associated business licenses • Construction information (i.e. roof truss type, wall construction) • Levels above grade • Levels below grade 	I3.5	
5. Technical			
The system may be capable of ODBC compatibility.	The system may be capable of ODBC compatibility.	T3.1	
The vendor may provide the source code, with annual updates.	The vendor may provide the source code, with annual updates.	T3.2	
The vendor may provide load test scripts.	Load simulation and timing mechanisms.	T3.3	
The vendor may provide a proven methodology for source code management of configuration.	The vendor may provide a proven methodology for source code management of configuration.	T3.4	
The vendor may provide a method of propagating mobile workstations and client desktops.	The vendor may provide a method of propagating mobile workstations and client desktops.	T3.5	
Cancelling hung processes.	The RMS team may have the ability and access to kill hung processes The user may have the ability to stop a query in the event that the query was too large or incorrect and could hang the system.	T3.6	
6. Corporate			
Vendor may support/provide a user conference.	Vendor may support/provide a user conference.	C3.1	
Vendor may support/provide a Canadian user conference.	Vendor may support/provide a Canadian user conference.	C3.2	
Vendor may support a regional user conference.	Vendor may support a regional user conference.	C3.3	
The vendor may provide system test plans.	1. User Acceptance Test Plan 2. Regression Test Plan	C3.4	
A predefined process and associated expected timelines for trouble resolution may be provided.		C3.5	
The vendor may provide user-level training in a train-the-trainer format.		C3.6	
Vendor may provide 7/24/365 support.	Users may be able to post information/ issues to the web-based bank	C3.7	
The vendor may provide a file transfer site.		C3.8	