



**THE CITY OF WINNIPEG**

# **REQUEST FOR QUALIFICATION**

**RFQ NO. 943-2017**

**REQUEST FOR QUALIFICATION FOR PROVISION, IMPLEMENTATION AND  
SUPPORT FOR A RECORDS MANAGEMENT SYSTEM FOR THE WINNIPEG FIRE  
PARAMEDIC SERVICES**

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## PART B - REQUEST FOR QUALIFICATION INFORMATION

### B1. DEFINITIONS

B1.1 When used in this Request for Qualification:

- (a) "**Amanda**" is the city's case management and process automation platform for property and regulatory management.
- (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, as same may be revised, amended or replaced from time to time;
- (d) "**City Council**" means the Council of the City of Winnipeg;
- (e) "**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;
- (f) "**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;
- (g) "**Contract Administrator**" means the person authorized to represent the City in respect of this Request for Qualifications unless otherwise specified hereinafter;
- (h) "**Contractor**" means the person undertaking the performance of the work under the terms of the Contract;
- (i) "**ERP**" Enterprise Resource Planning
- (j) "**may**" indicates an allowable action or feature which will not be evaluated;
- (k) "**must**" or "**shall**" indicates a mandatory requirement which will be evaluated on a pass/fail basis;
- (l) "**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;
- (m) "**Proponent**" means any Person or consortium of Persons submitting a Qualification Submission in response to this Request for Qualifications;
- (n) "**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;
- (o) "**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;
- (p) "**SCRIBE**" is a data integration tool used to interface with a billing system.
- (q) "**should**" indicates a desirable action or feature which will be evaluated on a relative scale;
- (r) "**Submission or Qualification Submission**" means the submission made by the Proponent in relation to this RFQ and submitted by the Submission Deadline;
- (s) "**Submission Deadline**" means the time and date for final receipt of Submissions;
- (t) "**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;

- (u) **“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.

## **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 City departments.
- 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 approximately 1,400 members of the WFPS – who are represented by five unions – providing 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.
- B2.8 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.

In 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 fires, EMS, and inter-facility transport incidents entered into the CAD system. All incidents are created in a CAD system then transferred to the RMS for reference.

Incidents are responded to by seventy-four fire apparatus and 58 EMS resources situated in 31 fire and paramedic stations across the City.

The Fire Prevention Branch is charged with the protection of lives and property through the enforcement of 390 legislations and regulations pertaining to fire protection and life safety within buildings both public and private. There were 15,458 fire prevention inspections of property conducted in 2016.

The Public Education Officers provide relevant fire safety and injury prevention information to the general public. The programs encompass a broad range of educational activities with objectives that are intended to reduce fire and life losses to its citizens, injury reduction strategies and accessing 911 services.

Data on 911 calls, the responding WFPS service provided, investigations and fire prevention inspections are available to appropriate WFPS staff real time through a web portal. The operations branch continuously accesses these records to manage and monitor fire investigation and equipment reports. Administrators access this data to follow-up on specific incidents or to look at fire and paramedic incident trends. Detailed EMS reports are stored in a separate EPCR system. Information regarding fire responses and fire inspections are entered in the field or at stations by fire fighters through a web portal. Specific incidents are exported and reported to the Office of the Fire Commissioner will other incidents are set to a billing system. A business intelligence tool is used for aggregate reporting.

- B2.9 The existing RMS is a custom, proprietary system that has been designed and built for the WFPS. It also has a multi-database records management system. The current RMS system also has some training records applications for both fire and EMS personnel. This includes a comprehensive program for paramedic precepting which is utilized by WFPS and outside organizations.
- B2.10 The Winnipeg Fire Paramedic Service (WFPS) requires a new Records Management System.
- B2.11 The components of the desired RMS system are:
- (a) Storage and access to detailed incident information from the CAD system
  - (b) Field reporting post fire and fire prevention field report
  - (c) The application of business rules to manage and schedule fire prevention inspections
  - (d) Web-based query tool accessible from the field and from desktops
  - (e) An interface with Amanda to receive initial property information
  - (f) Fire Inspection reports exported to SCRIBE for invoicing
  - (g) An interface with PeopleSoft ERP system to access personal data
  - (h) Data available for local customized forms
  - (i) Fire investigation data exported to the Office of the Fire Commissioner
  - (j) FirstWatch interface with RMS to provide business intelligence
- B2.12 The current RMS system information technology support is provided by a combination of City of Winnipeg staff and contractor personnel.
- B2.13 The general IT system environment that the City operates currently includes:
- (a) Server hardware/operating system: The City currently utilizes Blade, Tower and Rack servers for its x86 based computing and has approximately 70 physical servers supporting ~1,000 VMs. Our current workload is over 98% virtualized on VMware. The total workload consists of ~80% Windows (2012/2016), ~20% Linux Ubuntu and less than 1% Unix/iSeries. CA-UIM (Nimsoft) is utilized for Systems Management of our environment.

- (b) Storage: The City utilizes a Cisco fibre channel Storage Area Network (SAN) and IBM V7000 Storage to support data storage requirements. Veeam and IBM's Spectrum Protect (TSM) are used for backup and recovery services.
- (c) Database: The City's standard database product offerings are Oracle 12c Standard Edition and Microsoft SQL Server 2012/2016 Standard edition. The City has implemented a database environment that fulfils all application system functional requirements, provides full monitoring, 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 Municipal Network Infrastructure is relied on by all City departments/Special Operating Agencies to enable about 9,000 networked devices to communicate with each other, the Internet, extranets and two corporate data centres. Over 180 City locations are connected mainly by Transparent LAN Services at speeds ranging from 10 Mbps to 1 Gbps. Cisco routers, switches and wireless access points are used in the data centre, wide area and local area networks. F5 Application Delivery Controllers provide server load balancing and secure remote network access for staff and consultants. The City utilizes Check Point products to provide network segmentation and edge security controls.

B2.14 Funding for the Scope of Work requires Council approval and is to be presented in 2019 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 a Record Management System suitable for Fire and Paramedic records collation and reporting and can create appropriate interfaces with other business systems.

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 2019 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) SPEC NOTE: List the major components of the Work for the contract if they are not all evident from the description in B4.1. Delete B4.2 if all major components of the Work are evident from the description.
- (b) Provide the City with a Records Management software system to achieve the objectives listed in B2.11 Sections (a) to (j).
- (c) Create the relevant interfaces between the system and to a CAD, PeopleSoft and First Watch.
- (d) Provide assistance in the installation and configuration of relevant systems listed for integration;
- (e) Provide testing of the systems and assist with user acceptance testing, detailing the testing plans and user acceptance plans;
- (f) Provide training for both internal IT system support staff and users, detailing the scope of the training and the training methodology;
- (g) Support Organizational Change Management activities for the project, which would be led by the City, detailing the type and scope of the support;
- (h) Provide ongoing support and five (5) years maintenance with the option of 3 agreed upon five (5) year extensions, detailing the types and levels of the support and estimated cost thereof;
- (i) Provide data storage hosted completely within Canada, if a cloud-based hosting option is presented, describing the reasons for the choice.

B5.3 Notwithstanding B4.2 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 2019 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 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 Q1 of 2019.

B6.2 Estimated Preliminary Schedule

Phase	Approximate Date(s)
1. RFQ Process	February 6, 2018
2. Evaluation/Shortlist of Proponents	February 2018
3. Demonstrations by short-listed Proponents	March 2018
4. Interview for budget determination	April 2018
5. City of Winnipeg budget approval process	Q4 2018

6. RFP process (shortlisted RFQ Proponents only)	Q1 2019
7. Award	Q2 2019

## **B7. PROCUREMENT PROCESS**

- B7.1 The first stage of the procurement process for the Project is this RFQ. The City intends to invite the top three 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 An assessment will be made of the Proponent's experience in the public sector environment with implementation of their proposed tool, including an evaluation of the Proponent's proposed Project team for the City.
- B7.3 The Proponent's current Software Product Roadmap and customer base will be evaluated to determine the Proponent's future product development profile.
- B7.4 An evaluation of the Proponent's proposed approach to ensuring successful implementation of the software tool across City departments and agencies, including user training & support and other Organizational Change Management aspects, will be made.
- B7.5 Proponents will also be asked to identify any additional value-added or innovative services that they may offer the City in conjunction with the proposed software tool.
- B7.6 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. The City will evaluate the detailed proposals received from the Proponents and select the most advantageous Proposal to invite to submit to an RFP.
- B7.7 Further details on the RFP process will be provided to the short-listed Proponents after both completion of the RFQ stage and City Council approval of the Project's budget.
- B7.8 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) Lynx Graphics Ltd.
  - (b) Smith Brownlee & Associates Inc.

## **B9. ENQUIRIES**

- B9.1 All enquiries shall be directed to the Contract Administrator identified in B10.
- 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 B7 unless that response or interpretation is provided by the Contract Administrator in writing.

**B10. CONTRACT ADMINISTRATOR**

- B10.1 The Contract Administrator is:  
Linda Hathout  
Winnipeg Fire Paramedic Service  
Telephone No. 204-391-5434  
E-mail address: lhathout@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 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, February 6, 2018
- 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

**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: WFPS\_RMS\_Requirements (Section B);
- (c) Public Safety Knowledge & Experience of Proponent (Section C), including
  - (i) Form C: Proponent\_RFQ\_Consultant\_Form;
- (d) Implementation Approach of Proponent (Section D)
- (e) Value Added and Innovative Services of Proponent (Section E)

B20.2 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.

B20.3 Proponents are advised that inclusion of terms and conditions inconsistent with the RFQ document will be evaluated in accordance with B30.

B20.4 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.

B20.5 Submissions will become the property of the City upon receipt. No Submissions will be returned.

**Format**

B20.6 Proponents should submit six (6) 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;

B20.7 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 (SECTION A)**

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 (SECTION B)**
- B22.1 Further to B20.1(b) the Proponent shall complete a Form N: Proponent Proposal complete all sections:
- (a) Mandatory requirements
  - (b) Non-Mandatory requirements; and
  - (c) Desired Features.
- 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 (SECTION C)**
- B23.1 Further to B20.1(c) 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). Include this information on Form C:  
Proponent\_RFQ\_Consultant\_Form
- (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 (SECTION D)**

B24.1 Further to B20.1(d), 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. VALUE-ADDED OR INNOVATIVE SERVICES OF PROPONENT (SECTION E)**

B25.1 Further to B20.1(e) the Proponent should submit information in sufficient detail for the City to evaluate the Proponent's ability to offer additional Value-Added or Innovative Services for the City by providing:

- (a) Form N – Desired Features
- (b) for Value-Added Services: a description of any Proponent services or products that are offered currently to other clients of the Proponent, if available, that may provide the City with additional business benefits;
- (c) for Innovative Services: a description of any Proponent services or products that are offered currently to other clients of the Proponent, if available, that may provide the City with additional business capabilities;
- (d) brief details of other Proponent software products

## **B26. INTERVIEWS**

- B26.1 The Contract Administrator may, in his/her sole discretion, interview Proponents during the evaluation process.
- B26.2 The Contract Administrator may, in his/her sole discretion, ask Proponents to provide product demonstrations to given scenarios.

## **B27. SUBSTITUTIONS**

- B27.1 The Work is based on the materials, equipment, methods and products specified in the Request for Proposal.
- B27.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B27.3 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.
- B27.4 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.
- B27.5 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.
- B27.6 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.
- B27.6.1 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.
- B27.7 If the Contract Administrator approves a substitute as an “approved equal”, any Proponent may use the approved equal in place of the specified item.

## **B28. NON-CONFORMING SUBMISSIONS**

- B28.1 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.

B28.1.1 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.

B28.2 If the requested information is not submitted by the time specified in B19, the Submission will be determined to be non-responsive.

**B29. PROPONENT'S COSTS AND EXPENSES**

B29.1 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**

**B30. EVALUATION CRITERIA**

B30.1 Proponents Submissions will be evaluated in accordance with the criteria and weight factors indicated below:

EVALUATION CATEGORY	REFERENCE	WEIGHTING (%)
(a) Form A	B21	
(b) Form N: Proponent Conformance to Mandatory Requirements or acceptable deviation therefrom.	B22.1(a)	<b>Pass/Fail</b>
(c) Form N: Proponent conformance to Non-Mandatory requirements or acceptable deviation therefrom	B22.1(b)	40
(d) Public Safety Knowledge & Experience of Proponent(s)	B23	5
(i) Organization and Plan		10
(ii) Team members experience (Form C)		10
(iii) Key individuals experience (Form C)		5
(iv) References & description		
(e) Implementation approach	B24	20
(f) Value Added or Innovative Services	B25	10
<b>Total Score</b>		<b>100</b>

B30.2 Further to B28, B30.1(a) and B30.1(b) 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.

B30.3 Further to B30.1(c), Form N: Non Mandatory Requirements shall be evaluated considering the information submitted in response to B22.1(b).

B30.4 Further to B30.1(d), Public Safety knowledge and experience shall be evaluated considering the information submitted in response to B23.

- B30.5 Further to B30.1(e), Implementation approach will be evaluated considering the information submitted in response to B24.
- B30.6 Further to B30.1(f) Value Added or Innovative Services shall be evaluated considering the information submitted in response to B25.
- B30.7 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.
- B30.8 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.
- B30.9 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.
- B30.10 Proposals will be evaluated considering the information in the Proposal Submission and any interviews held in accordance with B3.4.
- B30.11 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.

**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) 943-2017\_FORM\_N\_WFPS\_RMS\_Requirements
- (b) 943-2017\_Form\_C\_Proponent\_RFQ\_Consultant\_Form.xls

**B33. APPLICABLE APPENDICES**

Appendix No.      Appendix Name/Title

Appendix 1      943-2017\_Appendix\_1\_WFPS\_Future\_System\_Overview\_Diagram