

**T****HE CITY OF WINNIPEG**

**FORM 1: RFQ RESPONSE SUBMISSION**

 RFQ No. 430-2023

 Computer Assisted Mass Appraisal (CAMA) Solution

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1. PURPOSE OF DOCUMENT

This document provides a template to respond to the sections of the City of Winnipeg RFQ (#430-2023). It provides each Proponent an opportunity to submit their proposed Solution, demonstrate their capabilities and experiences, and demonstrate how they meet business needs of the City of Winnipeg.

Please complete the “Proponent response” portion for each question/requirement. Please remain within the page limits specified under each section. Please refer to the RFQ document for references.

1. LETTER OF INTRODUCTION

Please provide a letter of introduction signed by an officer of the Proponent organization authorized to legally bind the Proponent. The letter should introduce the firm, state their intent to provide the products and/or services required by the City of Winnipeg.

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| **2** | **Letter of Introduction** | **Page Limit: 1** |
| Proponent response: |

1. SOLUTION OVERVIEW AND CAPABILITIES

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| **3** | **Solution Overview and Capabilities (Weighting – 25%)** | **Page Limit: 8-10** |
| 1. Please provide an overall summary that gives a strong indication of the understanding of the City of Winnipeg’s requirements related to CAMA system. Please including the following in your response in the same order:
2. your understanding of the City of Winnipeg’s CAMA system needs
3. your expertise in delivering your proposed CAMA Solution to clients of similar size
4. key attributes of your proposed CAMA Solution
5. any issues or concerns with fulfilling requirements of the project and specific suggestions for avoiding or mitigating these issues
6. Please provide an overview of the capabilities of your proposed CAMA Solution demonstrating how well suited the Solution is to meet the City’s requirements. Please including the following in your response in the same order:
7. user interface design and usability
8. reporting and analytics capabilities
9. scalability and performance of the Solution
10. integration capabilities with other systems and databases
11. flexibility to customize and extend the Solution
12. Please explain how does the proposed CAMA Solution interface (e.g., API, webservices etc.) with tax billing and collection system. Which tax systems does your proposed CAMA Solution interface with?
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| Proponent response: |

1. ABILITY TO MEET CAMA REQUIREMENTS

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| **4** | **Ability to meet CAMA requirements (Weighting – 25%)** | **Page Limit: N/A** |
| Please refer to attachment: **430-2023\_Form 2 - Proponent's Self-Assessment** and provide your responses against each line item based on your capability to meet the CAMA requirements. |

1. EXPERIENCE OF PROPONENT

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| **5** | **Experience of Proponent (Weighting – 20%)** | **Page Limit: 6-10** |
| 1. The objective of this section is to learn about Proponent’s experience and qualifications to meet the City’s CAMA requirements as outlined and defined in this RFQ. Response must include:
2. overview of recent (last 5 years) contracts in North America and outside North America in line with the CAMA requirements of the City of Winnipeg. Please provide client name, country, project timeline (forecasted and actual), two-line description of the scope and implemented Solution, number of parcels / properties served by the Solution. Please use a table to provide your response.
3. track record, reputation, and experience in CAMA valuation system in last 5 years.
4. please share two short case studies (last 5 years) related to recent successful implementation of your proposed Solution. Response must include size of client (number of parcels / properties), scope of work, project timeline (forecasted vs. actual), cost charged to the client, implementation details, geographical location. Please use a table to provide your response.
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| Proponent response: |

1. HIGH-LEVEL IMPLEMENTATION PLAN AND TIMELINE

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| **6** | **High-Level Implementation Plan and Timeline (Weighting – 15%)** | **Page Limit: 6-10** |
| 1. Based on your previous experiences, please provide a high-level project timeline (Gantt View), milestones, and deliverables for CAMA Solution that you implemented for a client similar to City of Winnipeg in terms of scope, size and complexity.
2. Please share an indicative org chart of your team responsible for implementing the proposed Solution. Mention only roles (e.g., data engineer) who would be needed for CAMA implementation.
3. Based on your previous experiences, please provide some of the key risks and considerations you have seen with other clients of similar scope, size and complexity that the City should be aware of. Also, please share the mitigation strategy you came up with to address the identified risks.

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| Proponent response: |

1. ARCHITECTURE CAPABILITIES

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| **7** | **Architecture Capabilities (Weighting – 15%)** | **Page Limit: 8-10** |
| City of Winnipeg’s technology architecture consists of 4 key domains – Business, Application, Information, Technology. Please answer each question related to these 4 domains:**Business Architecture:**1. The proposed Solution should allow for the ability to adjust processes to accommodate continuous improvement and innovation activities through without Proponent’s involvement. Please describe how the proposed Solution can accommodate process change using low-code / no-code approaches and minimizing vendor or developer involvement to do so.
2. The proposed Solution should prioritize customer / staff experience through an intuitive interface that is both web and mobile native. Please describe how the proposed Solution provides a positive customer and staff experience and provides both web and mobile-friendly view.
3. The proposed Solution should prioritize customer / staff experience through ensuring that the proposed Solution is performant. Please describe the performance of the proposed Solution, along with any performance service levels that can be expected, and how the proposed Solution could elastically scale with increased demand.

**Application Architecture**1. The proposed Solution should meet provincial legislation mandating the ability to communicate with customers in both official languages (English and French) and meeting universal accessibility guidelines. Please describe how the proposed Solution can accommodate all customer / external communication in both official languages and how the proposed Solution meets Web Content Accessibility Guidelines (WCAG) accessibility requirements.

**Information Architecture**1. The proposed Solution should meet provincial legislation mandating the protection of personal information and City requirements for protecting sensitive information. Please describe how the proposed Solution can protect information it stores and processes. The Proponent should include any certifications for information security (e.g., SOC2 Type 2, ISO, etc.), as well as any controls and safeguards that are included within the system to protect that information. The Proponent should also include any assumptions for any additional controls that the City would be responsible for providing.
2. The proposed Solution should enable the import, storage, and viewing of historical assessment and taxation information. Please describe how the proposed Solution is capable of import, storage, and viewing of this information from legacy systems and any restrictions or caveats.

**Technology Architecture**1. The City of Winnipeg is currently working to transition to cloud-hosted or within an approved third-party managed data centre, with a preference for Software as a Service and Platform as a Service offerings. Please describe how the proposed Solution is or can reside within either a cloud-hosted (i.e., Microsoft Azure) or a third party managed co-location data centre of the City’s choosing.
2. The proposed Solution should ensure it is resilient despite disruptive events. Please describe how the proposed Solution is fault tolerant. The Proponent should include descriptions on how the system is resilient and how it can enable both customers and employees to work with the proposed Solution regardless of possible disruptions.
3. The proposed Solution should ensure it can interoperate with a central customer portal. Please describe how the proposed Solution can interoperate with an existing customer portal, including single sign on capabilities and ability to provide a similar look and feel to that portal to provide a single pane of glass view to customers.
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| Proponent response: |