



2013-09-12

TO: ALL PROPONENTS

SUBJECT: ADDENDUM NO. 2, CONTRACT FES13-9, REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES

The following information, amendments and revisions shall constitute Addendum No. 2, dated September 12th, 2013, and shall form an integral part of the Proposal Documents and where applicable, shall supersede requirements of other Proposal Documents.

Clarifications:

Vendor-Hosted Requirements

GSFS is looking for the vendor to provide a solution without the requirement for in-house hardware. "Vendor-hosted" is not intended to mean the vendor must own and operate their own data-center. "Vendor-hosted" really translates into no physical footprint on our premises (i.e. - a vendor may actually own the hardware their software operates on, **or** may use a third party data-center). From our perspective this meets the "vendor-hosted" requirement. GSFS would contract with the vendor of the software who would be both accountable and liable for the infrastructure reliability and data security if they choose to use a third party or actually owned the data center. Either way, we would not deal with the third party and would only deal with the software vendor.

Data Model Requirements

GSFS is only seeking to understand the data elements that are available for both input and output. We are not looking for the "full data model". As noted in the terms and conditions by the "***", any data elements that are not used by humans (such as internal data elements) are irrelevant for our purpose. Our purpose is to understand the data the system supports so we can evaluate it against existing business processes and existing data-sets. Proponents may wish to consider that although provision of this information in an easy to use format is mandatory, the actual evaluation of the data model against business processes is only one component of the overall evaluation process which includes over 200 other criteria.

Please ensure you confirm receipt of this addendum on the Addendum Acknowledgement Section as per Item 14, of Schedule C to By-law 2006-270 and that the form is returned with your Proposal submission. Further, you are acknowledging that you have received and taken this information into consideration when preparing your bid.

Yours truly,

A handwritten signature in cursive script that reads 'S Rocca'.

Stephanie Rocca
Supplies & Services Co-ordinator

cc: John G. Ellis, Data Integration Specialist



2013-09-06

TO: ALL PROPONENTS

SUBJECT: ADDENDUM NO. 1, CONTRACT FES13-9, REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES

The following information, amendments and revisions shall constitute Addendum No. 1, dated September 6th, 2013, and shall form an integral part of the Proposal Documents and where applicable, shall supersede requirements of other Proposal Documents.

Extension of Closing Date:

Proposals must be submitted using the address label sheet provided to the City of Greater Sudbury, Supplies & Services Section, 2nd Floor, 200 Brady Street, Sudbury, ON, **NO LATER THAN 1:30:00 p.m. (our time), Tuesday, September 24th, 2013.**

Proposals will be opened by the Tender Opening Committee, the same day at 2:30 p.m., in Committee Room C-21, 2nd Floor, Tom Davies Square. Results will be posted to the City's website before the end of the day.

Communications Extension:

The deadline for questions is **4:00 p.m. on Tuesday, September 17th, 2013.** No verbal instructions or verbal information to proponents will be binding on the City. **Do not contact any other staff persons, other than Stephanie Rocca, Supplies and Services Co-ordinator at (705) 674-4455, Ext. 2130, regarding this RFP.**

Questions/Answers:

Q1) Item 8 states *"The City encourages out of town proponents to seek local partner(s) when local expertise exists."* We have plans to engage a Sudbury-located project manager. Is this an okay level of local engagement or we are still not qualified for this bid?

A1) The City does not give preference to local firms, nor does it exclude out of town proponents.

Q2) Item 23d: WSIB licence. According to WSIB, software development companies have a status BY APPLICATION meaning they are not required to have coverage. Could you explain your requirements and why they are required please?

A2) If WSIB does not require your firm to have coverage, please include a letter (or documentation from the WSIB website) confirming this in your submission.

Q3) What percentage of work you expect to be done off-site and on-site?

A3) All training will be conducted on site, and trainers are expected to be physically present (face to face). Other work such as data migration, configuration, and other technical tasks may be undertaken remotely provided the Project Manager can ensure or be assured the quality of the work will not diminish and the project schedule will not be compromised.

Q4) Is the data that is private or confidential be posted in the system?

A4) Confidential data will be stored in the system. Some of the data that will be stored will be subject to Federal and Provincial privacy regulations such as the: Ontario Personal Health Information Protection Act and/or Canadian Personal Information Protection and Electronic Documents Act.

Please ensure you confirm receipt of this addendum on the Addendum Acknowledgement Section as per Item 14, of Schedule C to By-law 2006-270 and that the form is returned with your Proposal submission. Further, you are acknowledging that you have received and taken this information into consideration when preparing your bid.

Yours truly,

A handwritten signature in black ink that reads "S. Rocca". The signature is written in a cursive, flowing style.

Stephanie Rocca
Supplies & Services Co-ordinator

cc: John G. Ellis, Data Integration Specialist



CITY OF GREATER SUDBURY

CONTRACT FES13-9

**REQUEST FOR PROPOSAL
FOR THE SUPPLY AND INSTALLATION OF A RECORDS
MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

Issued by the
Supplies & Services Section
Finance Division
on behalf of
Greater Sudbury Fire Services

**AGNES BECK, CPP, CSCMP
MANAGER OF SUPPLIES & SERVICES/PURCHASING AGENT**

Cost for Document Pick-Up:
Non-refundable
\$11.30 (\$10.00 plus HST)



2013-08-21

TO: ALL PROPONENTS

SUBJECT: CONTRACT FES13-9, CONTRACT FES13-9, REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES

The City of Greater Sudbury (CGS), on behalf of Greater Sudbury Fire Services (GSFS), is seeking proposals from proponents with considerable knowledge and experience in the supply and implementation of a web-based commercial-off-the-shelf (COTS) records management software product (RMS) for the purpose of managing records within Fire Services, a Division of the Emergency Services Department.

Attached is the subject proposal that must be submitted using the address label sheet provided to the City of Greater Sudbury, Supplies & Services Section, 2nd Floor, 200 Brady Street, Sudbury, ON, **NO LATER THAN 1:30:00 p.m. (our time), Tuesday, September 17th, 2013.**

Proposals will be opened by the Tender Opening Committee, the same day at 2:30 p.m., in Committee Room C-21, 2nd Floor, Tom Davies Square. Results will be posted to the City's website before the end of the day.

Communications

All communication (including clarification required from a technical perspective and/or from a purchasing perspective) between the CGS and prospective vendors **MUST BE in written format** via e-mail or fax. To facilitate comprehensive responses, proponents are encouraged to e-mail their questions as soon as possible to tenders@greatersudbury.ca or fax to 705-671-8118. The deadline for questions is **4:00 p.m. on Tuesday, September 10th, 2013.** No verbal instructions or verbal information to proponents will be binding on the City. **Do not contact any other staff persons, other than Stephanie Rocca, Supplies and Services Co-ordinator at (705) 674-4455, Ext. 2130, regarding this RFP.**

The lowest or any proposal not necessarily accepted.

Yours truly,

A handwritten signature in cursive script that reads 'S Rocca'.

Stephanie Rocca
Supplies & Services Co-ordinator

cc: Greater Sudbury Fire Services

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

CHECKLIST

The following checklist has been included to ensure that all of the City's requirements are met:

1. Proponents are to submit **six (6)** complete copies (including the Proposal Bid Form) of the proposal submission, designating one (1) complete Proposal as an "Original" which includes an "Original" signature of the signing authority, and five (5) complete Proposals as "Copies" in a bound or stapled format. Proponents are also required to clearly label the "original" as the "original" on the front cover of the proposal.
2. Return the **Proposal Bid Form** properly completed and signed where indicated. Alteration of the Proposal Bid Form is strictly prohibited. If white-out is used, please ensure areas are initialled. Place the Proposal Bid Form at the front of your proposal submission.
3. Return the **Declaration of Accessibility Form** properly completed and signed where indicated.
4. Return the **Reference Form** properly completed and signed where indicated.
5. Ensure the **Addendum Acknowledgment Form** has been completed and returned with your proposal submission, if any addenda have been issued. Failure to complete and return this form with your proposal submission when addenda have been issued may render your Proposal as non-compliant.
6. The **Instructions to Proponents** and **Terms of Reference** sections have been carefully reviewed. Ensure all requirements have been submitted with your proposal.
7. Proponents are requested to submit a **WSIB Clearance Certificate** with their bid submission.
8. When preparing your proposal submission, please refer to Schedule 'C' to CGS Purchasing By-Law 2006-270, to ensure compliancy of your submission.



CITY OF GREATER SUDBURY

CONTRACT FES13-9

**REQUEST FOR PROPOSAL
FOR THE SUPPLY AND INSTALLATION OF A RECORDS
MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

INSTRUCTIONS TO PROPONENTS

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

INSTRUCTIONS TO PROPONENTS

1. Addenda

Proponents may, during the proposal period, be advised by addenda of required additions to, deletions from or alterations in the requirements of the Request for Proposal Documents.

A notification or a copy of all Addenda shall be either hand delivered, or sent by courier, electronic correspondence, or fax, to each prospective Proponent who has registered with the City as a Plan Taker.

Addenda will be issued under the following circumstances:

- a.) Interpretation of RFP documents as a result of queries from prospective proponents;
- b.) Revision, deletions, additions or substitutions of any portion of RFP documents.

All such changes as addressed in the addenda shall become an integral part of the RFP documents and shall be allowed for in arriving at the Proposal price.

Addendums which have financial implication and have not been acknowledged on the Proposal Bid Form will be automatically rejected.

Oral instructions shall not be considered valid unless they are confirmed in writing by the Manager of Supplies & Services.

2. Proposal Submissions

Proponents are to submit **six (6)** complete copies (including the Proposal Bid Form) of the proposal submission, designating one (1) complete Proposal as an "Original" which includes an "Original" signature of the signing authority, and five (5) complete Proposals as "Copies" in a bound or stapled format. Proponents are also required to clearly label the "original" as the "original" on the front cover of the proposal.

3. Validity of Proposals

See Schedule 'C' to Purchasing By-Law 2006-270 as amended, attached hereto.

4. Proposal Bid Form

The proposal bid form provided with this RFP must be used or your proposal will be rejected.

Please ensure your Proposal Bid Form is secured inside the front of your "original" RFP. Copies of the Proposal Bid Form are also to be secured inside the front of the additional copies that are required to be submitted.

5. Acceptance of Terms

Each Proponent, by submitting a Proposal, represents that the Proponent has read, understands and accepts the terms and conditions of the Request for Proposal in full.

**CONTRACT FES13-9
 REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
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INSTRUCTIONS TO PROPONENTS

6. Stages of Proposal Evaluation

Proposals will be evaluated on the basis of all information provided by proponents. Each proposal will be reviewed to determine if the proposal is responsive to the submission requirements outlined in this document.

Proposals submitted, shall be evaluated using the criteria listed in the Terms of Reference section of this document. Criteria are weighted in accordance with their importance and relevance to the City's tactical objectives, strategic objectives, and current operational needs.

The City reserves the right to immediately disqualify any proponents that cannot meet all mandatory requirements. The definition of "mandatory" is found in Table 2, Definitions of Priority.

The City reserves the right to "short-list" several of the highest ranking proponents prior to the final selection in order to conduct interviews/presentations which would be held at times and locations chosen by the City. In the event that interviews/presentations take place, the short-listed proponents' proposals will be evaluated based on the accumulated totals from both the evaluated original submission scores and the interview/presentation ranking and weighted scores.

7. Evaluation Grid Criteria

| Description of Criteria | Maximum Allotted Points |
|--|-------------------------|
| Function Requirements | 35 |
| Price | 20 |
| Technical Requirements | 20 |
| Qualification, Experience and References | 10 |
| Scope of work | 15 |
| Initial Shortlist – Maximum Points | 100 |
| In the event that interviews/presentations take place with "short-listed" proponents additional points will be included in the overall score as follows: | |
| Overall ease of use | 8 |
| Overall enforcement of regulatory compliance business rules at point of data entry and report generation | 10 |
| Overall efficiency of workflow and process automation | 7 |
| Total Accumulative Maximum Points | 125 |

8. Local Partnerships

The City encourages out of town proponents to seek local partner(s) when local expertise exists.

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
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INSTRUCTIONS TO PROPONENTS

9. Negotiations and Review of Offers

Discussions may be conducted with proponents for the purpose of clarification of their proposals to assure full understanding of and responsiveness to the solicitation requirement.

All proposals will be evaluated using the evaluation grid criteria noted unless the proposal does not meet the minimum requirements and are therefore not short listed.

Once the evaluation committee has reviewed the initial proposal submissions using the evaluation grid, the evaluation committee will recommend an award to a specific firm, if clear cut superiority of an offer is obvious.

The City reserves the right to request a best and final offer from only those proponents meeting our full requirements or from the short list developed by the evaluation committee.

All information will be kept under strict security until after an award recommendation has been made.

All discussions and negotiations must be coordinated through the Supplies & Services Office. **Do not contact any Municipal Staff regarding this RFP other than the Supplies & Services Section Staff.**

10. Legal Agreement

The successful proponent shall execute the legal agreement attached hereto in substantially the same form with no material deviations.

11. Conflict of Interest

All firms are required to disclose to the City any potential Conflict of Interest, may it be pecuniary or otherwise. If a conflict of interest does exist with the potential successful proponent, the City may, at its discretion, refrain from awarding the project to the proponent.

The proponent covenants that it presently has no interests and it shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of its service hereunder. The proponent further covenants that in the performance of this contract no person having such known interest shall be employed.

12. Proposal Confidentiality

The Manager of Supplies & Services will consider all proposals as confidential, subject to section 29 "Results" hereof and the provisions set out in the Municipal Freedom of Information and Protection of Privacy Act. Information pertaining to pricing or any content of the proposals will remain confidential as we reserve the right to negotiate with all proponents.

Proponents shall not at any time before, during or after completion of the project, divulge any confidential information communicated to or acquired by the proponent or disclosed by the City of Greater Sudbury in the course of carrying out this project.

The successful proponent further acknowledges that all reports, data, documents, materials and information of any kind whatsoever prepared in the course of carrying out this project are the sole and exclusive property of the City of Greater Sudbury and shall not be disclosed or released to any person or organization without the prior written consent of the City of Greater Sudbury.

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
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INSTRUCTIONS TO PROPONENTS

13. Costs Incurred by Proponents

All expenses involved with the preparation and submission of Proposals to the City of Greater Sudbury, or any work performed in connection therewith shall be borne by the proponent. No payment will be made for any Proposals received or for any other effort required or made by the proponent prior to commencement of work as defined by the Proposal approved by the City of Greater Sudbury.

14. Proposal Expiry Date

Proponents hereby acknowledge that offers contained within their Proposals shall be irrevocable for a period of ninety (90) days from the closing date of the RFP or until a contract is signed with the successful proponent, whichever comes first.

15. Presentations

The City of Greater Sudbury may require proponents to give a presentation in support of their Proposal.

16. Exclusivity Clause

The City makes no guarantee of the value or volume of work to be assigned to the successful proponent. The Agreement executed with the successful proponent will not be an exclusive contract for the provision of the described deliverables. The City may contract with others for the same or similar deliverables to those described or may obtain the same or similar deliverables internally.

17. Indemnification

The successful Proponent shall indemnify and hold harmless the City of Greater Sudbury, its officers, council members, partners, agents and employees from and against all actions, claims, demands, losses, costs, damages, suits or proceedings whatsoever which may be brought against or made upon the City of Greater Sudbury and against all loss, liability, judgments, claims, suits, demands or expenses which the City of Greater Sudbury may sustain, suffer or be put to resulting from or arising out of the Successful proponent's failure to exercise reasonable care, skill or diligence or omissions in the performance or rendering of any work or service required hereunder to be performed or rendered by the successful proponent, its agent, officials and employees.

18. Commercial General Liability Insurance

The **successful proponent** will be responsible for submitting a copy of a Commercial General Liability Insurance Certificate for this project in the amount of \$2 Million. This policy must not contain a limitation, exclusion or restriction that would otherwise limit coverage for loss caused by failure to perform.

19. Automobile Liability Insurance

The **successful proponent** will be responsible for submitting a copy of Automobile liability insurance in respect of licenced vehicles shall have limits of not less than \$2 Million insurance per occurrence for bodily injury, death and damage to property covering all licensed vehicles owned or leased by the Proponent and endorsed to provide the City with not less than 30 days notice in writing in advance of any cancellation.

20. Professional Liability Insurance

The **successful proponent** will be responsible for submitting a copy of a Professional Liability Insurance Certificate for this project in the amount of \$2 Million.

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
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INSTRUCTIONS TO PROPONENTS

21. Assignment

The successful proponent will not assign this Agreement, or any part thereof, without the prior written approval of the City, which approval may be withheld by the City in its sole discretion or may be given subject to such terms and conditions as the City may impose.

22. Record and Reputation

Without limiting or restricting any other right or privilege of the City and regardless of whether or not a Proposal or Proponent otherwise satisfies the requirements of a RFP, the City may reject summarily any Proposal from any person where:

- 1) In the opinion of the Council of the City of Greater Sudbury or the Manager of Supplies & Services/Purchasing Agent, the commercial relationship between the City and the Proponent has been impaired by the prior and/or current act(s) or omission(s) of such Proponent including but not limited to:
 - a) litigation with the City of Greater Sudbury;
 - b) the failure of the Proponent to pay, in full, all outstanding payments (and where applicable, interests and costs) owing to the City by such Proponent, after the City has made demand for payment of same;
 - c) the refusal to follow reasonable directions of the City or to cure a default under any contract with the City as and when required by the City or the City's Representatives;
 - d) the Proponent refusing to enter into a contract with the City after the Proponent's submission has been accepted by the City;
 - e) the Proponent refusing to perform or to complete performance of a contract with the City, at any time, after the Proponent has been awarded the contract by the City;
 - f) act(s) or omission(s) resulting in a claim by the City under a bid bond, a performance bond, a warranty bond or any other security required to be submitted by the Proponent on a RFP; within the five (5) year period immediately proceeding the date on which the RFP is awarded;
- 2) In the opinion of the Council of the City of Greater Sudbury or General Manager or the Manager of Supplies & Services/Purchasing Agent or designate, there are reasonable grounds to believe that it would not be in the best interests of the City to enter into a contract with the Proponent, including (without limiting the generality of the foregoing);
 - a) the conviction of that person or any person with whom that person is not at arm's length within the meaning of the Income Tax Act (Canada) of an offence under any taxation statute in Canada;
 - b) the conviction or finding of liability of that person under the *Criminal Code* or other legislation or law, whether in Canada or elsewhere and whether of a civil, quasi-criminal or criminal nature, of moral turpitude including but not limited to fraud, theft, extortion, threatening, influence peddling and fraudulent misrepresentation;

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

INSTRUCTIONS TO PROPONENTS

22. Record and Reputation - Continued

- c) the conviction or finding liability of that person under the *Environmental Protection Act*, or corresponding legislation of any other province or any member of the European Union or the United States of America, where the circumstances of that conviction evidence a gross disregard of the part of that person for the environmental well-being of the communities in which it carries on business.
- d) the conviction or finding of liability of that person relating to product liability or occupational health or safety, whether of Canada or elsewhere, where the circumstances of that conviction evidence a gross disregard on the part of that person for the health and safety of its workers or customers;
- e) the conviction or finding of liability of that person under the *Securities Act* or the corresponding legislation of any other province or any member of the European Union or the United States of America or any state thereof.

23. WSIB

All proponents are requested to submit with their proposal, or part of a pre-qualification, a certificate of good standing from the Worker's Safety and Insurance Board of Ontario or Independent Status.

- a) Please provide the following:
 - i. Workplace Safety & Insurance Board Firm Number
 - ii. Workplace Safety & Insurance Board Account Number
 - iii. a "Clearance Certificate" issued by WSIB indicating that the Proponent's account is in good standing.
- b) The Proponent understands and agrees that the provisions of the Occupational Health & Safety Act and Regulations and the City's Health Safety policies will be strictly adhered to at all times.
- c) The Proponent will provide the following equipment when reporting on construction, renovation or service contracts, where required:

Hard hat; reflective traffic vest; first aid kit; flares; fire extinguisher; hearing protection; eye protection; CSA approved foot wear, and that the equipment will be maintained in good operating order.
- d) The WSIB does recognize "Independent Operators" in the construction industry. This individual will have the following characteristics:

- offers services to various firms; reports to the government as a self-employed business (Canada Revenue Agency/HST); owns and operates his/her equipment.

This person, therefore is not automatically covered for WSIB purposes. This person must contact WSIB for a "worker status ruling" as an independent operator and subsequently provide the City with a copy of the letter from the WSIB.

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

INSTRUCTIONS TO PROPONENTS

24. Errors and Omissions

The City of Greater Sudbury shall not be held liable for any errors or omissions in any part of this RFP. While the City of Greater Sudbury has used considerable effort to ensure an accurate representation of information in this RFP, the information contained in the RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the City of Greater Sudbury, nor is it necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve the Proponents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

25. Alternative Proposals

Proponents may wish to submit one (1) or more proposals representing an alternative to the requirements of the Terms of Reference. Such alternatives are welcome, provided that they comply with the essential requirements set forth in this document and contain adequate justification (including costs) to the alternatives to allow comparison to the base submissions. The evaluation committee will be the sole decision maker on what alternative is acceptable. Proposals that do not comply with the essential requirements are not encouraged and will be rejected. If you are submitting an alternative proposal, attach the alternative to the Proposal Bid Form and submit in one (1) envelope. Do not alter the original Proposal Bid Form provided.

26. Acceptance of Proposal

The proponent agrees that, notwithstanding anything to the contrary in this Request for Proposal that a maximum of ninety (90) days shall be allowed between the date that Proposals are opened and the date that a Proposal is awarded, cancelled or recalled.

The proponent agrees that the City has the right to accept all, any or none of the Proposals submitted. The proponent also agrees that the lowest or any Proposal will not necessarily be accepted. Following contract award, the Manager of Supplies & Services shall notify the successful proponent that its Proposal has been accepted. The agreement will also be sent to the successful proponent, with instructions on how to properly complete and sign the document.

The successful proponent shall have not more than fourteen (14) calendar days from receipt of the document for the execution of the contract document. Failure to execute the contract documents or to provide the necessary guarantees, insurance, etc. within the specified time may result in the forfeiture of the Proposal Deposit if applicable.

27. Withdrawal Procedures

A proponent may request that his or her submitted proposal be withdrawn, up until the closing time for a particular contract. Withdrawals can only be made in person and the proponent wishing to withdraw from a particular RFP must attend at the Purchasing Agent's office and execute an appropriate withdrawal form, signed by a principal of the proponent, or provide a letter from the proponent, signed by a principal, withdrawing the Proposal. The Agent and Treasurer together shall then open the Proposal Box, retrieve the withdrawn Proposal and hand it back unopened to the proponent. The completed withdrawal form, specific to the time of return, shall then be signed by the Agent and Treasurer, placed into the Proposal Box and the Proposal Box re-locked.

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

INSTRUCTIONS TO PROPONENTS

27. Withdrawal Procedures - Continued

The withdrawal of a proposal does not disqualify a proponent from submitting another Proposal for the same contract provided that all of the RFP procedures are observed and the new bid is deposited in the Proposal Box prior to the terminal time for closure. However, unless withdrawal procedures have been followed, more than one (1) Proposal from the same proponent may result in the disqualification of the proponent.

The Proposal Deposit shall be forfeited to the City when a proponent attempts to withdraw his or her Proposal after Proposals have been opened, in addition to any consequence or legal penalty that may apply.

28. Invoicing Instructions

The successful proponent will be required to make reference to the Contract Number or Purchase Order Number (if applicable) on all invoices relating to this Proposal. Failure to indicate the Contract Number or Purchase Order Number will result in the delay or non-payment of invoices for this contract.

Invoices can be sent via email to accounts.payable@greatersudbury.ca or by mail Attention: Accounts Payable, PO Box 5000, 200 Brady Street, Sudbury, ON P3A 5P3.

29. Results

The name of the successful proponent and the accepted price shall be deemed public information following the award of the contract; however, unit prices will not be disclosed where proposals were requested as a total contract price. We reserve the right to publish the total evaluation scores of all proponents and the total bid amount of the successful proponent. Unsuccessful proponents may request information regarding their evaluation from the Purchasing Agent or his/her designate.

30. Privilege Clause

The lowest or any proposal not necessarily accepted.

31. Communications

All communication (including clarification required from a technical perspective and/or from a purchasing perspective) between the CGS and prospective vendors **MUST BE in written format** via email or fax. To facilitate comprehensive responses, proponents are encouraged to email their questions as soon as possible as indicated in the covering letter to tenders@greatersudbury.ca or fax to 705-671-8118.

No verbal instructions or verbal information to proponents will be binding on the CGS. **Do not contact any other staff persons, other than the Supplies & Services Section staff, regarding this Proposal.** This is to ensure that all proponents receive the same answers to all questions and in the case of RFP evaluations, Committee members are not subject to lobbying.

Proponents that do not follow this instruction may be subject to disqualification.

32. Electronic Commerce

When proponents are provided with the option of emailing their proposal response to the noted tender email address, please ensure that the representative authorized to bind the corporation/company/partnership signs the proposal bid form via electronic signature.

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
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INSTRUCTIONS TO PROPONENTS

33. Terms of Payment

The terms of payment for all invoices relating to this proposal are **net 30 days** unless otherwise specified in the document.

34. Consideration of "Approved Equal"

The decision of the City in determining approved equal status for any item, equipment, material or product shall be final and shall be made only by the City.

35. Anti-Idling

The City of Greater Sudbury endeavours to be an environmentally responsible municipal government. We encourage contractors performing on behalf of the CGS to avoid, whenever possible, unnecessary engine idling.

36. Harmonized Sales Tax

Where applicable, the City of Greater Sudbury will pay HST on taxable purchases. More information on the implementation of HST can be found at www.Ontario.ca/taxchange or www.cra.gc.ca.

All prices shall be provided in Canadian Funds; inclusive of all applicable customs duties, levies and taxes, except for HST.

Prices shall be F.O.B. destination and shall include all fees, charges, surcharges and/or expenses associated with the delivery of any kind.

37. Accessibility

The City is committed to the accessibility principles of preventing and removing barriers in accessing goods and services for people with disabilities and is bound by the Standards under the Accessibility for Ontarians with Disabilities Act, 2005 as may be amended from time to time.

Regulations enacted under the Act apply to every designated public sector organization and other third parties that provide goods and services to the members of the public.

The successful proponent, and all sub-contractors hired by the successful proponent in the completion of its work, where applicable, will meet or exceed compliance with all applicable regulations under the Accessibility for Ontarians with Disabilities Act, 2005 as may be amended from time to time.

It is the successful proponent's responsibility to ensure it is fully aware of, and meets all requirements under the Act. A Declaration of Accessibility Compliance will be required by the successful proponent(s).

The Accessibility for Ontarians with Disabilities Act, 2005 can be reviewed at:

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

INSTRUCTIONS TO PROPONENTS

38. Cancellation or Deletion

The City reserves the right to reject any or all proposals and the lowest or the highest, as the case may be, will not necessarily be accepted.

The City reserves the right to cancel or delete any portion of the work and the Proponent agrees to such cancellation or deletion without any claim whatsoever because of such cancellation or deletion.

The City, in its unfettered discretion, may declare a specific work not within the intent of this contract because of scope or quantity and reserves the right to call and let a separate proposal for a similar work covered hereby and the Proponent acknowledges such right and waives any claim for the City's exercise thereof in good faith.

Notwithstanding the acceptance of a proposal or the awarding of the contract by the Manager of Supplies and Services, the contract shall not become effective and shall not be binding upon the municipality until a written contract embodying the instructions, specifications, terms and conditions set out in the proposal documents and the accepted proposal of the successful proponent, has been executed by the City.

In the event of strikes, accidents or unexpected events causing stoppage of work, the City reserves the right to suspend this contract.

SCHEDULE "C"

By-Law 2006-270 as amended, of the City of Greater Sudbury

| | IRREGULARITY | RESPONSE |
|----|--|---|
| 1 | Late Bid. | Automatic rejection and not opened or read publicly. |
| 2 | Unsealed Envelope. | Automatic rejection. |
| 3 | No Bid Security or agreement to bond or insufficient Bid Deposit or agreement to bond. | Automatic rejection. |
| 4 | Bids completed and/or signed in erasable medium. | Automatic rejection. |
| 5 | All required sections of Bid documents not completed. | Automatic rejection unless, in the consensual opinion of the Agent, General Manager in charge of the Bid Solicitation and the City Solicitor, the incomplete nature is trivial or insignificant. |
| 6 | Qualified Bids (Bids qualified or restricted by an attached statement). | Automatic rejection unless, in the consensual opinion of the Agent, General Manager in charge of the Bid Solicitation and the City Solicitor, the qualification or restriction is trivial or not significant. |
| 7 | Bids received on documents other than those provided or specified by the City. | Automatic rejection. |
| 8 | Bids Containing Clerical Errors, which are trivial or insignificant. | 48 hours to correct and initial errors. The determination of what constitutes trivial or insignificant errors shall be made in the consensual opinion of the Agent, General Manager in charge of the Bid Solicitation and the City Solicitor. |
| 9 | Failure to execute Agreement to Bond (Surety's Consent) or Bonding company corporate seal or signature missing from Agreement to Bond. | Automatic rejection. |
| 10 | (a) Failure to execute Bid Bond by Bidder and Bonding Company. | Automatic rejection. |
| | (b) Corporate seal of the Bidder and Bonding Company, missing. | 48 hours to correct. |
| 11 | Documents – Execution | |
| | (a) Corporate seal or signature missing; signatory's authority to bind the corporation or signature missing. | 48 hours to rectify situation. |
| | (b) Corporate seal and signature missing; signatory's authority to bind the corporation and signature missing. | Automatic rejection. |

SCHEDULE "C"

By-Law 2006-270 as amended, of the City of Greater Sudbury

Page 2 of 2

| | IRREGULARITY | RESPONSE |
|-----|--|--|
| 12 | Erasures, Overwriting or Strike-Outs which are not initialled: | |
| (a) | uninitialled changes to the Tender documents, other than unit prices, which are trivial or not significant; | 48 hours to initial. The determination of what constitutes trivial or insignificant uninitialled changes shall be made in the consensual opinion of the Agent. General Manager in charge of the Bid Solicitation and the City Solicitor. |
| (b) | unit prices in the Schedule of Prices have been changed but not initialled and the Contract totals are consistent with the price as changed; | 48 hours to initial change in unit price. The determination of what constitutes trivial or insignificant uninitialled changes shall be made in the consensual opinion of the Agent, General Manager in charge of the Bid Solicitation and the City Solicitor. |
| (c) | unit prices in the Schedule of Prices which have been changed but not initialled and the Contract totals are inconsistent with the price as changed; | Automatic rejection. |
| 13 | Mathematical errors which are not consistent with unit prices. | 48 hours to initial corrections as made by the Supplies and Services Division. |
| 14 | Bids, in which all necessary Addenda, which have financial implication, have not been acknowledged. | Automatic rejection. |
| 15 | Any other irregularities. | The Agent, General Manager in charge of the Bid Solicitation and the City Solicitor acting in consensus shall have authority to waive other irregularities or grant 48 hours to initial such other irregularities, which they jointly consider to be trivial or insignificant. |



CITY OF GREATER SUDBURY

CONTRACT FES13-9

**REQUEST FOR PROPOSAL
FOR THE SUPPLY AND INSTALLATION OF A RECORDS
MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

TERMS OF REFERENCE

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

TERMS OF REFERENCE – TABLE OF CONTENTS

| | |
|--|----|
| Project Overview..... | 19 |
| Overview of Emergency Services..... | 19 |
| Overview of Fire Services | 19 |
| Overview of Emergency Medical Services..... | 19 |
| Overview of Emergency Management..... | 20 |
| Fire Services Records Management Project Background..... | 20 |
| Project Objectives | 20 |
| Primary Business Objectives | 20 |
| Scope of Work - Required..... | 21 |
| Scope of Work – Optional added Value Services..... | 23 |
| Out of scope..... | 24 |
| Overview of the Fire Specific technology environment | 24 |
| Functional Requirements & Specifications | 24 |
| Functional Requirement Details..... | 25 |
| Qualifications, Experience and Services | 39 |
| User Accounts and Concurrent Usage..... | 42 |
| Data Model..... | 43 |
| Technical Specifications..... | 44 |
| Existing CGS Technology Environment..... | 44 |
| Technical Requirements | 44 |
| Deployment Models..... | 45 |
| Managed Information..... | 45 |
| General Requirements..... | 45 |
| 1. Interfaces..... | 45 |
| 2. Authentication | 46 |
| 3. Security and Risk | 47 |
| 4. Data Storage | 48 |
| 5. Auditing and Controls..... | 48 |
| 6. Maintenance and Support..... | 48 |
| 7. Subcontractors & Partners | 50 |
| Hosted Requirements..... | 50 |
| 8. Performance and Functionality..... | 50 |
| 9. Maintenance and Support..... | 51 |
| 10. Reliability & Disaster Recovery..... | 52 |
| 11. PCI | 53 |
| 12. Governing Laws and Access to Information..... | 53 |
| 13. Privacy and Breaches | 54 |
| 14. Retention and Destruction of Records | 55 |
| 15. Escape and Escrow | 55 |
| 16. Security and Risk | 55 |
| 17. Vendor and Data Ownership, Control, and Location..... | 56 |
| 18. Legal & Contractual..... | 57 |

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

TERMS OF REFERENCE

Project Overview

The City of Greater Sudbury (**City**) is seeking proposals from proponents with considerable knowledge and experience in the supply and implementation of a web-based commercial-off-the-shelf (**COTS**) records management software product (**RMS**) for the purpose of managing records within Fire Services, a Division of the Emergency Services Department.

The successful proponent **MUST** have the ability to provide the RMS product using a Software-as-a-Service (**SaaS**) model where the 'back-end' infrastructure is fully managed and maintained by the proponent.

Overview of Emergency Services

The Emergency Services Department provides Fire Services, Emergency Medical Services, and Emergency Management Services.

Overview of Fire Services

The Fire Services Division provides 24/7 service to the City and is responsible for fire suppression, fire prevention, public education, personnel training, fleet management, supplies management (warehousing & logistics), and regulatory reporting.

Fire Suppression is delivered by a combination of full-time and volunteer Fire Fighters. There are approximately 107 full-time Fire Fighters and 335 volunteer Fire Fighters that respond to approximately 4,600 requests for service annually. Fire Fighters are geographically distributed throughout the City at 24 stations.

Fire Prevention & Public Education is currently delivered by personnel at a location central to the City. There are seven (7) Fire Prevention Officers and 2 Public Education Officers. Although offices are currently centralized, a significant portion of prevention and education activities are conducted throughout the City. Fire Prevention is also charged with the authority for enforcement of the Act and conducts inspections throughout the City.

Fire Dispatch is managed and operated by the City of Greater Sudbury Police Services and hence dispatch business process capability is not considered in scope.

Fire Services Support Sections are located at Headquarters located in Azilda Ontario. These section are staffed by 12 personnel: Training, Fleet management, Equipment management, Supplies management, (inventory, and procurement), clerical services (including submission regulatory reports), and payroll related activities.

Overview of Emergency Medical Services

Emergency Medical Services (**EMS**) is responsible for the delivery of basic and advanced life support pre-hospital medical care through the delivery of land ambulance services. EMS operates 24/7 with over 145 operational staff and responds to 35,000 calls for service annually. The service utilizes both ambulances and Paramedic Response Units (PRU) in the delivery of paramedic services within the City. Paramedics are geographically distributed throughout the City at 10 stations.

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

TERMS OF REFERENCE

Overview of Emergency Management

Emergency Management is responsible for emergency preparedness planning, business continuity planning, public awareness education, and the operations of the Emergency Operations Centre. Two personnel are dedicated to the Emergency Management Section.

Fire Services Records Management Project Background

Over the last 12 months Emergency Services has conducted a multi-faceted review of the current information system capability which supports Fire Services. Specific attention was focused on the Service's ability to leverage information to support improvement opportunities and to ensure ongoing regulatory compliance.

In 2012, the Emergency Services department commissioned a comprehensive service review. One of the strategic recommendations calls for the review of requirements in the Fire Services Division with respect to a RMS. The recommendation concentrates specifically on capability in the areas of suppression, prevention, training/certification, fleet, equipment and facilities.

In 2012, the City requested the Ontario Fire Marshal's (**OFM**) office conduct a review to identify potential areas where Fire Services may not remain in compliance with the Act or where risks existed in current practices. The OFM recommended that Fire Services acquire a "records management system".

In addition to these reviews internal business process reviews within Fire Services reinforced the insights noted above. Specifically; a risk was identified related to ongoing issues surrounding the potential for errors in information reported to the OFM. The review discovered that submissions were frequently returned by the OFM and required correction or clarification. The root cause of the reporting defects were linked to the current information technology in use and manual (paper based) reporting processes.

Project Objectives

To supply and fully implement an electronic Records Management System software product which meets, at a minimum, the mandatory functional and technical requirements identified in this Terms of Reference, as per the following business objectives:

Primary Business Objectives

- To ensure ongoing compliance with the Ontario Fire Protection and Prevention Act (**Act**) through the use of RMS technology that enforces regulatory compliance through integral, up to date business rules;
- To improve efficiency and best-practice methods used to manage records within Fire Services;
- To provide a centralized repository for records which is accessible from any geographic location within the City (with the appropriate level of security);
- Increase the ease of accessibility to Fire Services documents and records for City employees (within appropriate privileges and security) and for the public (within the appropriate consideration for privacy);
- Facilitate significant expansion of the volume of records and related business activities to allow for future City growth;
- Support compliance with legislation beyond the Act to meet the City's obligations including public information requests;
- Reduce reliance on paper records and the related overhead related to document control and retention.

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

TERMS OF REFERENCE

Notwithstanding the above primary objectives; the City will also seek to understand the ability of the proponents proposed product to increase business process efficiency both within Fire Services and for processes common to Emergency Medical Services. Thus, consideration will also be given regarding the applicability of the products capabilities for this purpose, without compromising the primary objectives.

In addition to the aforementioned objectives, this project will seek to position the Emergency Services department to exploit several opportunities such as:

- Increasing the productivity of existing Fire Prevention Officers conducting inspections by enabling implementation of a 'virtual office' work environment that reduces travel time and optimizes inspection scheduling;
- Enable future integration with bylaw information systems to streamline inter-department inspection processes thus increasing citizen satisfaction;
- Reduction of clerical workload enabling redeployment of resources towards higher value work;
- Improved service performance awareness through the provision of management information enabled by integration with the City's current or future business intelligence solutions;
- Improved asset utilization resulting from improved analytical capability of leading indicators, which enables proactive rather than reactive operational planning;
- Enable potential consolidation of existing Emergency Services information technology systems to reduce the complexity of the technology portfolio;
- Enable improved situational awareness of Fire Suppression personnel through linkage to key data sources such as geographical information systems, and building management systems which provide information regarding structure use and content;
- Reduce supplies inventory (and potentially consumption) by enabling efficient process that support central warehousing, logistics processes, and supplies management practices.

Scope of Work - Required

Note: The definitions of "mandatory" and "preferred" are found in Table 2, Definitions of Priority.

The proponent is responsible to:

- Provide a hosted (Web based) software system that meets all mandatory (at a minimum) and preferred requirements, as set out in the Functional Requirements and Technical requirements sections of this document;
Note: ALL mandatory functional and technical requirements MUST exist as a main-stream functional component of the product which is broadly available to the proponent's existing customer base. Mandatory functionally MUST be available and fully useable 'off the shelf, I.E. COTS.
- Provide onsite expertise to assist with the implementation of software components to support the mandatory and preferred functionality listed in the Functional Requirements section of this document;
Note: Implementation of software components deemed 'preferred' is at the discretion of the City of Greater Sudbury Fire Services and limited to existing functionality of the proponent's software product. The proponent should be prepared to implement all 'preferred' components which their product currently supports.

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

TERMS OF REFERENCE

- Provide onsite instructor led classroom training of all personnel that will use the system. See Table 1 for details on number of trainees;
 - Note: A classroom facilities equipped with desktop computers is available on-site at Headquarters in Azilda, Ontario, for a maximum of 30 students per session.
- Provide and maintain a training schedule based on both personnel shift schedules and existing on-site classroom facilities;
 - Note: Personnel attending training work various shift schedules. The proponent MUST take this into account when estimating course scheduling and determining the length of time (duration) training will require.
- Provide weekly and monthly reports regarding the percent completion of training;
- Provide a means to demonstrate trainee proficiency with the software product;
- Provide training to technical personnel required to support or administer the system;
- Provide all training material required for classroom training and technical personnel training;
- Provide technical resources to facilitate migration of existing historical data.

Table 1, Number of trainees requiring training

| Role | Number of Trainees |
|-------------------------------------|--------------------------------|
| Fire Fighters | 63 (full time) 250 (volunteer) |
| Captains | 24 (full time) 20 (volunteer) |
| District Chiefs | 4 |
| Platoon Chiefs | 4 (full time) 9 (acting) |
| Training Officers | 4 |
| Prevention Officers | 10 |
| Public Safety Officers | 2 |
| Chief Prevention Officer | 1 |
| Chief Training Officers | 1 |
| Chief Mechanical Officer | 1 |
| Clerical support | 4 |
| Technicians | 1 |
| Information Technology Specialists | 1 |
| Facilities management personnel | 2 |
| Facilities maintenance personnel | 2 |
| Application administrators | 3 |
| Data Integration and DB Specialists | 3 |
| Sr. Management & Executive | 4 |
| Dispatch Supervisor (liaison) | 1 |

CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES

TERMS OF REFERENCE

- Implement (fully functional) the capabilities described in all functional requirements marked as mandatory in the Functional Requirements & Specifications section of this document, and at the discretion of the City the functional requirements marked as preferred or contained in the following list.
 - F145 – Specifically: Information available on the CADD system is automatically imported into the RMS system populates/generates the appropriate incident reporting forms to minimize data entry requirements and improve business process efficiency.
 - F146 – Specifically: Information available on the Peoplesoft system (names of personnel) automatically imported into the RMS system and populates personnel names for the purpose of rostering/scheduling, incident reporting, personal protective equipment assignment, etcetera.

Scope of Work – Optional added Value Services

This optional scope item will not be used in the scoring or selection of the software product or solution of choice. The proponent **MUST** use the optional bid form if bidding on this optional component of the scope of work.

The proponent is invited to submit an optional bid to provide comprehensive implementation services including responsibility for the oversight of the complete deployment. These services may include: project management services, process re-engineering services, workflow design and implementation services, policy development to support implementation, and standard operating procedure development.

If bidding on this optional scope item, the proponent **MUST** clearly identify the services offered including information related to:

- A methodology that describes key elements of the approach employed by the proponent while undertaking this project/service. The methodology must contain enough information to indicate a sound understanding of the needs of the project and provide evaluators with step-by-step procedures and/or a preliminary breakdown of work (commonly known as a Work Breakdown Structure).
- A specific timetable and work plan, including time lines for the completion of specific tasks (duration), progress reports and identification of specific municipal staff required to participate and the amount of effort in person hours required.
- A description of specific deliverables proposed, aligned to the scope of work outlined in this document.
- Identification of all resources offered by the proponent that will be used for this project. Resources will be identified as follows:
 - A brief resume identifying their qualifications, experience, tenure with proponent's company and specific project involvement;
 - Any sub-contractors, indicating their roles and responsibilities assigned to each person;
 - A description of available support staff and firm resources;
 - Confirmation of the availability of the key staff during the required time frame;
 - An outline of CGS Information Technology (IT) function and IT personnel requirements.
- Details on how your company will provide service, if successful.

Note: The individual(s) proposed to work on this project would be expected to be fully assigned for the duration of the project, beginning to end of implementation; unless otherwise agreed to by the City prior to the commencement of the work.

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

TERMS OF REFERENCE

Out of Scope

The project will not include the provision of network technologies or end user workstations (desktop or laptop computers), or any other hardware components.

Overview of the Fire Specific technology environment

This section outlines Fire Service specific technology solutions currently in use. A more complete description of technologies within the City is included in Table 6, Existing City of Greater Sudbury Technology Environment.

Fire Services currently uses a combination of in-house developed applications, Microsoft Excel¹ spreadsheets, scanned files, and paper files to manage records. Scanned files are located on file servers to allow for sharing. Legacy applications are currently delivered remotely through a Citrix² platform and where enable; in a browser based format.

A limited dataset related to capital assets and critical equipment already exists in a web hosted application with an appropriate relational database. This information can be readily migrated via table by table export as required. Operational data other than noted above are not in a consistent format. Although much of the information which supports existing business processes is in electronic form, migration of the information/data may prove challenging.

Functional Requirements & Specifications

For EACH and EVERY functional requirement and specification the proponent MUST both indicate if the product meets the requirement and provide a clear and thorough explanation as to how the proposed system meets the requirement.

The proponent MUST provide these explanations in the box provided beside each criterion or on another page with a clear reference. For this purpose: Functional requirements in this section are itemized with unique reference identifier F1 through F165.

Note: Any questions the proponent may wish to pose regarding a functional requirement or specification MUST include a unique reference identifier and a page number.

¹ Excel is a registered trademark of Microsoft Corp.

² Citrix is a registered trademark of Citrix Systems Inc.

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

TERMS OF REFERENCE

Definition for “Priority”

Items marked as “Mandatory” or “Preferred” are used for selection evaluation. Items marked as “Optional” or “Disclosure” is used for information and future reference only.

Table 2, Definitions of Priority

| Priority | Definition |
|-----------------|---|
| Mandatory (M) | Considered an <i>essential</i> component of the system (scored) |
| Preferred (P) | Not an essential component, but preferred (scored) |
| Optional (O) | A useful available option (not scored) |
| Disclosure (D) | Information requested for future reference (not-scored) |

Functional Requirement Details

The system will provide process automation capability to address the following business processes and/or activities.

| Description | Priority | Comply Yes No | | Description as required and/or Alternative |
|--|----------|--------------------------|--------------------------|---|
| BUSINESS PROCESS & WORKFLOW AUTOMATION | | | | |
| Supplies | | | | |
| F1. Inventory - tracking of stock levels against predefined limits with reorder triggers | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F2. Inventory - tracking of consumption by station, by item. | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F3. Inventory - categorization of items by user defined type. | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F4. Inventory – secure information restriction (limited information access) for information related to items identified as restricted or controlled substances | O | <input type="checkbox"/> | <input type="checkbox"/> | |
| F5. Inventory - location of stock within main warehouse, and sub warehouses. | O | <input type="checkbox"/> | <input type="checkbox"/> | |
| F6. Inventory – bin location of stock | O | <input type="checkbox"/> | <input type="checkbox"/> | |
| F7. Inventory – bar code support for supply identification and consumption | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F8. Inventory – RFID support for supply identification and consumption tracking | D | <input type="checkbox"/> | <input type="checkbox"/> | |
| F9. Inventory – cost reporting of supplies on hand and consumption | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F10. Inventory – cost reporting | P | <input type="checkbox"/> | <input type="checkbox"/> | |

| Description | | Priority | Comply Yes No | | Description as required and/or Alternative |
|-------------------------------|---|----------|--------------------------|--------------------------|---|
| consumption trending (graphs) | | | | | |
| F11. | Logistics – delivery scheduling and delivery order consolidation | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F12. | Logistics – ordered pick list generation to optimize supplies pick order (paper or on screen) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F13. | Requisitioning – end user requisitioning from in-house on hand inventory with workflow connection to order fulfillment | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F14. | Requisitioning – end user requisitioning from non-stock inventory with workflow connection to supplies requisitioning processes | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F15. | General – ability to maintain a repository of vendor information associated with supplies | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| Training | | | | | |
| F16. | Curriculum – ability to store training material (documents, pictures, videos) in a central repository | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F17. | Curriculum – training course creation (collation of training material to form a course) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F18. | Curriculum – training course testing, grading, and certification compliance | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F19. | Training Delivery – course delivery online (self paced or structured) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F20. | Training Delivery – course progress and completion statistics per participant, per course, or course module, etcetera | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F21. | Training Delivery – ability to identify trainer/instructor for each training course or event | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F22. | Certification Tracking – reporting of current, and historical certifications | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F23. | Certification Tracking – automated notification of expired certification | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F24. | Scheduling – course scheduling via self-signup process | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F25. | Scheduling – course scheduling including list of participants (roster) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F26. | Scheduling – course scheduling automatic notifications to participants | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F27. | Scheduling – re-occurring training scheduling (eliminating | P | <input type="checkbox"/> | <input type="checkbox"/> | |

| Description | Priority | Comply Yes No | | Description as required and/or Alternative |
|---|----------|--------------------------|--------------------------|---|
| the need to re-enter re-occurring training) | | <input type="checkbox"/> | <input type="checkbox"/> | |
| F28. Scheduling – ability to schedule at least one year in advance | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F29. Scheduling – ability to identify resources required for a course (rooms, equipment, special arrangements) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F30. Scheduling – ability to enforce prerequisite course completion before subsequent course selection/signup | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| Fleet (Vehicles) | | | | |
| F31. Maintenance – ability for a personnel to create a request for repair (work-order) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F32. Maintenance – ability to track repair work by specific problem to enable analysis | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F33. Maintenance – ability to establish preventative maintenance schedules based on hours of operation | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F34. Maintenance – ability to establish preventative maintenance schedules based on mileage of operation | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F35. Maintenance – ability to establish preventative maintenance schedules based on a fixed timeframe | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F36. Maintenance – ability to establish preventative maintenance procedures and checklists | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F37. Maintenance – ability to establish maintenance inspection checklists used to validate certification of equipment fixed to the vehicle (Example: Aerial ladders.) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F38. Maintenance – ability to automatically generate notification regarding the status of a vehicle (need repair, out of service, in services, etcetera) to facilitate workflow | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F39. Hours of operation – ability to record hours of operation | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F40. Assigned location – ability to associate vehicles with physical locations | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F41. Daily inspections – ability to create daily inspection checklists | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F42. Daily inspections – ability to log daily inspection checklist completion | P | <input type="checkbox"/> | <input type="checkbox"/> | |

| Description | | Priority | Comply Yes No | | Description as required and/or Alternative |
|------------------|--|----------|--------------------------|--------------------------|---|
| F43. | Daily inspections – ability to automatically generate repair (work order) from deficiency noted on daily inspection checklist | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F44. | Mileage – Ability to enter and report mileage per vehicle | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F45. | Fueling – Ability to enter and report quantity of fuel per vehicle | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F46. | Fueling – Ability to automatically record fuel and mileage from an electronic fuel system via CSV file import | O | <input type="checkbox"/> | <input type="checkbox"/> | |
| F47. | Certification – ability to track and report vehicle certification Note: Both Ministry of Transport (Ontario) and National Fire Prevention Association. | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F48. | Certification – ability to customize certification criteria and types | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F49. | Certification – ability to generate automatic advance notification of certification expiration | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F50. | Licensing – ability to generate automatic advance notification of licensing expiration IE: Notify individual and supervisor, management etcetera) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F51. | Licensing – ability to record and report on licensing history | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F52. | Vehicle information – ability to record specifications about a vehicle Note: Specify, <u>in detail</u> , the equipment specification information (fields) that can be recorded and searched | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F53. | General – ability to maintain a repository of vendor information associated with vehicle maintenance activities and associate specific maintenance work with the vendor | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| Equipment | | | | | |
| F54. | Maintenance – ability for personnel to create a request for repair (work-order) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F55. | Maintenance – ability to track repair work by specific problem to enable analysis by author, | P | <input type="checkbox"/> | <input type="checkbox"/> | |

| Description | | Priority | Comply Yes No | | Description as required and/or Alternative |
|---|---|----------|--------------------------|--------------------------|---|
| <p>assigned personnel, outcome.</p> <p>Please provide details of tracking parameters.</p> | | | <input type="checkbox"/> | <input type="checkbox"/> | |
| F56. | Maintenance – ability to establish preventative maintenance schedules based on hours of operation | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F57. | Maintenance – ability to establish preventative maintenance schedules based on a fixed timeframe | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F58. | Maintenance – ability to establish preventative maintenance procedures and checklists | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F59. | Maintenance – ability to maintain inspection checklists used to validate certification of equipment | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F60. | <p>Maintenance – ability to automatically generate notification regarding the status of a piece of equipment (need repair, out of service, in services, etcetera) to facilitate workflow</p> <p>Notification to author, assigned personnel, management etcetera.</p> <p>Please provide details.</p> | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F61. | Hours of operation – ability to record hours of operation for equipment | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F62. | Assigned location – ability to associate equipment with physical locations | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F63. | Assigned location – ability to associate equipment with a vehicle | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F64. | Assigned location – ability to associate equipment with a specific location on a vehicle | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F65. | Daily inspections – ability to create daily inspection checklists | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F66. | Daily inspections – ability to log daily inspection checklist completion | P | <input type="checkbox"/> | <input type="checkbox"/> | |

| Description | Priority | Comply Yes No | | Description as required and/or Alternative |
|--|----------|--------------------------|--------------------------|---|
| F67. Daily inspections – ability to automatically generate request for repairs (work orders) from deficiencies noted on daily inspection checklist. (Note: requests use notification capability noted above – Provide Details) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F68. General – ability to maintain a repository of vendor information associated with equipment maintenance activities and associate specific maintenance work with the vendor | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F69. General – ability to maintain a repository of original supplier/vendor information of equipment | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F70. General – ability to maintain a repository of warranty information for equipment | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F71. General – ability to maintain a repository of equipment information and related documents (vendor supplied manuals) in electronic format (such as PDF) – attached to the equipment record (as supplemental information) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F72. Equipment information – ability to record specifications about each piece of equipment Note: Specify <u>in detail</u> the equipment specification information (fields) that can be recorded and searched | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F73. Specialty Equipment (PPE) – ability to record assignment of equipment to a person | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| Buildings | | | | |
| F74. Maintenance – ability for personnel to create a request for repair (work-order). Please provide details on ability to track by author, assigned person, etcetera. | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F75. Maintenance – ability to track repair work by specific problem to enable analysis | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F76. Maintenance – ability to establish building maintenance procedures and checklists | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F77. Maintenance – ability to associate equipment with building zones or rooms (such as | P | <input type="checkbox"/> | <input type="checkbox"/> | |

| Description | | Priority | Comply Yes No | | Description as required and/or Alternative |
|-------------------------|--|----------|--------------------------|--------------------------|---|
| HVAC systems) | | | | | |
| F78. | Maintenance – ability to automatically generate notification regarding the status of a piece of equipment within a building (need repair, out of service, in services, etcetera) to facilitate workflow Notification to author, assigned personnel, management etcetera. Please provide details. | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F79. | Assigned location – ability to associate building with a physical address | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F80. | Assigned location – ability to associate building entrances with physical locations on the building | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F81. | Assigned location – ability to associate equipment with a specific location in a building | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F82. | Daily inspections – ability to create daily inspection checklists | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F83. | Daily inspections – ability to log daily inspection checklist completion | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F84. | Daily inspections – ability to automatically generate repair (work order) from deficiency noted on daily inspection checklist | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F85. | Security – ability to associate keys with doors on a building | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F86. | Security – ability to associate keys with persons the keys were issued to | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| Public Education | | | | | |
| F87. | Program – ability to store educational material (documents, pictures, videos) in a central repository | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F88. | Scheduling – educational event scheduling via self-signup process | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F89. | Scheduling – educational event scheduling including list of participants (roster) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F90. | Scheduling – re-occurring educational event scheduling (eliminating the need to re-enter re-occurring events) | P | <input type="checkbox"/> | <input type="checkbox"/> | |

| Description | | Priority | Comply Yes No | | Description as required and/or Alternative |
|--------------------|--|----------|--------------------------|--------------------------|---|
| F91. | Scheduling – ability to schedule at least one year in advance | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F92. | Scheduling – ability to identify resources required for a course (rooms, equipment, special arrangements) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F93. | Scheduling – ability to identify personnel schedules for events (personnel scheduling) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F94. | Program – ability to report on events delivered including number of participants | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| Inspections | | | | | |
| F95. | Scheduling – ability to track inspection schedules by Inspector | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F96. | Scheduling – ability to establish pre-defined inspection schedules for high risk locations | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F97. | Scheduling – ability to automatically schedule inspections based on Inspector availability (resource based scheduling) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F98. | Scheduling – ability to automatically schedule inspections based on Inspector’s specific areas of expertise. Ergo: Commercial inspections versus residential inspections, etcetera) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F99. | Scheduling – ability to automatically schedule inspections based on Inspector’s specific assigned <u>geographic area</u> of responsibility. Ergo: Scheduling use address to assign request to inspection to an inspector identified as the primary for a specific area. | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F100. | Scheduling – ability to identify inspection types Provide details on any predefined inspection times as well as the ability to add new inspection types. | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F101. | Inspection Records – ability to schedule by inspection type | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F102. | Inspection Records – ability to report on all historical inspections for a specific address (building) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F103. | Inspection Records – ability to report on all historical | P | <input type="checkbox"/> | <input type="checkbox"/> | |

| Description | Priority | Comply Yes No | | Description as required and/or Alternative |
|---|----------|--------------------------|--------------------------|---|
| inspections for a specific sub-address (apartment, office, sub-let location) | | <input type="checkbox"/> | <input type="checkbox"/> | |
| F104. Inspection Records – ability to complete inspection report electronically | M | <input type="checkbox"/> | <input type="checkbox"/> | |
| F105. Inspection Records – ability to create inspection checklist by inspection type | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F106. Inspection Records – ability to ensure compliance to inspection checklist | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F107. Inspection Records – ability to attach documents to inspection reports | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F108. Inspection Records – ability to attach cross reference documents attached to inspection records | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| Citations | | | | |
| F109. Issuance – ability to electronically complete a citation and issue the citation | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F110. Recording – ability to electronically store copy of issued the citation in a single repository | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F111. Recording – ability to capture electronic signatures on citation (both Inspector and recipient) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F112. Citation History – ability to track status of citation | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F113. Citation History – ability to automatically flag outstanding citations when a new inspection is conducted on the same property. (To ensure the Inspector is automatically made aware of outstanding citations when conducting an inspection.) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F114. Citation History – ability to report citations by address or sub-address to support Inspection processes | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| Personnel Scheduling | | | | |
| F115. Ability to track and report on work schedules for personnel | O | <input type="checkbox"/> | <input type="checkbox"/> | |
| F116. Ability to roster personnel to a location (station) by shift, and generate roster reports | M | <input type="checkbox"/> | <input type="checkbox"/> | |
| F117. Ability to define multiple shift rotation types (by hours per day, by number of work days per period) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F118. Ability to define multiple roster scenarios and produce reports | P | <input type="checkbox"/> | <input type="checkbox"/> | |

| Description | Priority | Comply Yes No | | Description as required and/or Alternative |
|--|----------|--------------------------|--------------------------|---|
| F119. Ability to define skill set categories (Ex: First Class Fire Fighter, Rescue Trained, Hazmat trained...) | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F120. Ability to determine skill set category matches by linkage to training records and current certifications | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F121. Ability to roster by skill set categories noted above | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F122. Ability to track planned scheduled vacation within roster | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| Regulatory Reporting | | | | |
| F123. All reporting criteria required by the current Ontario Fire and Prevention Act, in a format acceptable to the Office of the Ontario Fire Marshal. | M | <input type="checkbox"/> | <input type="checkbox"/> | |
| F124. Information required to comply with OMBI (Ontario's Municipal CAO's Benchmarking Initiative reporting minimum requirements for Fire Service Reporting | M | <input type="checkbox"/> | <input type="checkbox"/> | |
| F125. Equipment licensing and periodic certification inspection reporting to meet current Ontario Ministry of Transportation requirements | M | <input type="checkbox"/> | <input type="checkbox"/> | |
| F126. Medical aid reporting (Patient information sufficient to meet Basic Life Support reporting standards as defined by the Ontario Ministry of Health and Long-term Care - Ref: Basic Life Support Patient Care Standards - Ministry of Health | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| Incident Recording | | | | |
| F127. Ability to define incident types such as: <ul style="list-style-type: none"> • Fires: residential structure, commercial structure, forest, bush fires, and hazardous materiel's. • Rescue: water rescue, vehicle extrication rescue, confined space rescue, low-medium-high angle rescue, swift-water, and ice rescue. | M | <input type="checkbox"/> | <input type="checkbox"/> | |
| F128. Provide a list of predefined (off the shelf) incident types indicating their compliance with reporting standards and requirements of the Act | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F129. Ability to establish contextual compliance rules based on type of incident. | P | <input type="checkbox"/> | <input type="checkbox"/> | |

| Description | Priority | Comply Yes No | | Description as required and/or Alternative |
|---|----------|--------------------------|--------------------------|---|
| Specifically: to ensure all required fields for a particular incident type are completed, hence ensuring compliance to the Act with respect to regulatory reporting. | | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F130. In situ (off the shelf) contextual compliance rules for predefined incident types.</p> <p>Specifically: to ensure all required fields for a particular pre-defined incident type are completed, hence ensuring compliance to the Act with respect to regulatory reporting</p> | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F131. Ability to enforce data entry compliance rules (out of the box) to ensure regulatory reporting standards are met as per the Act.</p> | M | <input type="checkbox"/> | <input type="checkbox"/> | |
| Dispatcher & Suppression Response Briefing Information | | | | |
| <p>F132. Ability to develop Fire Suppression “pre-plans” including special response tactics, hazardous material flagging, occupancy types, number of tenants in multi-family, building types, stand-pipe locations, sprinkler information, special needs occupancy, Fire elevator locations, KNOX-BOX locations, roof-type, etcetera...</p> <p>Please provide <u>all details</u>.</p> | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F133. Ability for Dispatcher to access Suppression pre-plans noted in F132.</p> | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F134. Ability for system to automatically display and/or flag Suppression Response Briefing information on devices for responding personnel.</p> <p>Please provide all detail.</p> | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F135. Ability to catalogue fire hydrant locations on both buildings and by geo-code.</p> | P | <input type="checkbox"/> | <input type="checkbox"/> | |

| Description | Priority | Comply Yes No | | Description as required and/or Alternative |
|---|----------|--------------------------|--------------------------|---|
| F136. Ability to link Fire Suppression Pre-plans to Fire inspection reports – without complex navigation through multiple menus. IE: direct link to inspection information. | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F137. Ability to catalogue fire hydrant locations based on GIS system geo-code information. | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F138. Ability to catalogue fire hydrant pressure and flow specifications by hydrant | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F139. Ability to catalogue gas main and (other high pressure or flammable sources) shutoff locations by building or geo-code | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F140. Ability to flag adjacent building/location hazards or hazards within certain geographic perimeter/proximity via geo-code or physical street address. | P | <input type="checkbox"/> | <input type="checkbox"/> | |

The proponent will provide documentation as follows:

| Description | Priority | Comply Yes No | | Description as required And/or Alternative |
|---|----------|--------------------------|--------------------------|---|
| DOCUMENTATION | | | | |
| F141. <u>Comprehensive</u> online documentation with topic searches, subject search, and quick reference capabilities. Comprehensive is defined as: Documentation which covers the use and usage of <u>all</u> elements of the system by any user and/or user role. | M | <input type="checkbox"/> | <input type="checkbox"/> | |
| F142. Paper based (hard copy) documentation which describes all functionality, usage methods, shortcuts & tips, including quick reference guides. | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| F143. Context sensitive online help wizards (based on context of current user data field, report, form, or menu item selection, etcetera ...) | P | <input type="checkbox"/> | <input type="checkbox"/> | |

The proponent will provide data integration functional ability as follows:

| Description | Priority | Comply Yes No | | Description as required and/or Alternative |
|---|----------|--------------------------|--------------------------|---|
| DATA INTEGRATION | | | | |
| <p>F144. Ability for real-time integration of outbound data flow from the Intergraph CADD dispatch system to inbound data flow to the RMS – to facilitate auto population/creation of information on forms such as incident reporting related forms.</p> <p>Specifically: Direct database to database connection or API to API connectivity using sector specific or common EDI standards, ODBC standards, or other broadly accepted standards (provide all details).</p> | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F145. Ability for data import (outbound data flow from Intergraph CADD dispatch system to inbound data flow to RMS) to facilitate auto population of information or forms such as incident reporting related forms – to reduce end user data entry effort and errors.</p> <p>Note: Provide details.</p> | M | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F146. Ability for data import (outbound data flow from Peoplesoft HRMS system into RMS) to maintain employee information contained.</p> <p>Note: Peoplesoft is the system of record for HR information. The RMS system must “synchronize” to with the HR system through this data import function.</p> <p>Note: Provide details.</p> | M | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F147. Ability for data interchange (bi-directional data flow) to/from commercially available property management information system. Or, Ability to import and export data to/from a commercially available property management system.</p> <p>Note: Specify name of system, and type of data interchange available.</p> | O | <input type="checkbox"/> | <input type="checkbox"/> | |

| Description | Priority | Comply Yes No | | Description as required and/or Alternative |
|--|----------|--------------------------|--------------------------|---|
| <p>F148. Ability for data interchange (bi-directional data flow) to/from iMedic platform, Interdev Technology Inc.</p> <p>Note: Provide details.</p> | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F149. Ability for data import from Kronos time and attendance system (Kronos Incorporated).</p> <p>Note: Provide details.</p> | O | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F150. Ability to automatically import vehicle fueling and mileage information from a fueling information system. Data exists in a CSV file format, and is located in a predefined file storage location.</p> <p>Note: The actually field and record schemas within the CSV file can be customized by CGS to suit the proponents require field and record schema. This customization is not the responsibility of the proponent.</p> | P | <input type="checkbox"/> | <input type="checkbox"/> | |

Qualifications, Experience and Services

The proponent will provide a description of their product support capabilities as follows:

| Description | Priority | Comply Yes No | | Description as required and/or Alternative |
|---|----------|--------------------------|--------------------------|---|
| ONGOING VENDOR SUPPORT & SYSTEM AVAILABILITY | | | | |
| <p>F151. System reliability - Ability to provide five-nines (99.999%) availability to <u>all</u> features, <u>all</u> data, and <u>all</u> components of the system to support 24/7 Fire Services operations.</p> <p>Note: If the proponent cannot provide five-nines availability – Provide full details on all <u>Guaranteed Service Level Metrics</u>.</p> | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F152. Compliance Business Rule maintenance: Business processes and practices must be proven to exist – demonstrating that compliance business rules contained within the RMS system will be maintained as part of the core functionality of the product; such that the product <u>continuously</u> enforces regulatory reporting standards.</p> <p>Note: The proponent MUST provide documentation related to their internal policies, processes, or operating procedures; that demonstrate best-practice change management is in place to ensure this requirement is met.</p> | M | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F153. End user support (Help Desk)</p> <p>“How to” type questions. Help Desk Support via telephone (7 days a week x 24 hours per day) with a maximum wait time to answer of 10 minute or less on average.</p> | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F154. End user support (Help Desk)</p> <p>“How to” type questions. Email or web form submission to service agents with a response time of less than 4 hours.</p> | P | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F155. Technical support (Service Desk)</p> <p>- Issues affecting system availability</p> <p>Technical Support and Issue management Support via telephone (7 days a week x 24</p> | M | <input type="checkbox"/> | <input type="checkbox"/> | |

| Description | Priority | Comply Yes No | | Description as required and/or Alternative |
|---|----------|--------------------------|--------------------------|---|
| hours per day) with a maximum wait time to answer of 10 or less minute on average. | | | | |
| <p>F156. Provision of a TEST environment which replicates the actual existing production environment, which is accessible by CGS personnel to verify and test system changes before enacting them in the production environment.</p> <p>AND, at no additional cost: the ability to have the test environment "restored" such that it is identical to the production environment and any alterations to the TEST environment are eliminated.</p> | M | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F157. Provision of a TRAINING environment which replicates a <u>predefined</u> TRAINING environment configuration.</p> <p>AND, at no additional cost: The ability to have the TRAINING environment periodically "restored" to a <u>predefined</u> known state such that Trainees experience the same configuration.</p> <p>Note: This is required to align the information in the training environment with predefined training material so that trainees are not confused by extraneous information, and provided a consistent training experience.</p> | M | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F158. Formalized issues escalation process with accountable persons/roles identified.</p> | D | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F159. Designated Account Manager (Single point of contact for business issue escalation).</p> | P | <input type="checkbox"/> | <input type="checkbox"/> | |

The proponent will provide a description of their implementation and consulting services capabilities as follows:

| Description | Priority | Comply Yes No | | Description as required and/or Alternative |
|---|----------|--------------------------|--------------------------|---|
| IMPLEMENTATION SERVICES & CONSULTING | | | | |
| <p>F160. Project management Services – the ability to provide qualified a project manager with proven implementation experience in a complex Emergency Services and/or Fire Services environment.</p> <p>Provide details and references of clients which used these services.</p> | O | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F161. Training Services – ability to provide qualified training delivery specialists who are completely versed in the product and able to optimize a classroom learning experience.</p> <p>Provide details and references of clients which used these services. (See Training Service Reference Form in Forms Section)</p> | M | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F162. Software Customization Services - The ability to customize segments of the application to support business processes unique to our Emergency Services business model and environment.</p> <p>Provide details and references of clients which used these services.</p> | D | <input type="checkbox"/> | <input type="checkbox"/> | |

The proponent will provide a description of their business as follows:

| Description | Priority | Comply Yes No | | Description as required and/or Alternative |
|--|----------|--------------------------|--------------------------|---|
| EXPERIENCE & SUSTAINABILITY | | | | |
| <p>F163. Describe the client base you currently services. Provide details on number of clients, client demographics, and number of years each client has used your product.</p> | D | <input type="checkbox"/> | <input type="checkbox"/> | |
| <p>F164. Financial sustainability - If publically available: Provide financial statements for the previous 5 years. If not available please indicate reason.</p> <p>Note: The evaluation related to financial sustainability focuses on both debt to equity ratio, current</p> | O | <input type="checkbox"/> | <input type="checkbox"/> | |

| Description | Priority | Comply Yes No | | Description as required and/or Alternative |
|--|----------|--------------------------|--------------------------|---|
| EXPERIENCE & SUSTAINABILITY | | | | |
| cash position, year over year cash flow trend, and year over year profitability. | | <input type="checkbox"/> | <input type="checkbox"/> | |
| F165. Describe your company's management structure, corporate structure such as parent company relationships, and if not publically traded on a registered exchange – declare the primary owners of the company. | D | <input type="checkbox"/> | <input type="checkbox"/> | |

User Accounts and Concurrent Usage

Typical concurrent user load at any given time is outlined in Table 3.

The estimated total number of user accounts is outlined in Table 4.

The proponent MUST describe in detail their usage licensing schema (per seat, concurrent, by person, etcetera) and detailed cost associates with the licensing, including the following:

- The proponent MUST provide detailed cost related to the price per concurrent user account including discount points based on user count if applicable.
- The proponent MUST provide information related to the cost of a “** read-only” type of account where the user does not have access rights to enter information.
- The proponent MUST provide information related to non-access accounts where users are registered on the system to allow for rostering or tracking purposes (as per the function requirements above) BUT the actual person associated with the account will never actually log-in or use the account.

Table 3, Concurrent User distribution by role

| Role | Number of concurrent users |
|---------------------------------------|----------------------------|
| Fire Fighters (full-time & volunteer) | 4 |
| Captains | 2 |
| District Chiefs | 1 |
| Platoon Chiefs | 1 |
| Training Officers | 2 |
| Prevention Officers | 2 |
| Public Safety Officers | 2 |
| Chief Prevention Officer | 1 |
| Chief Training Officers | 1 |
| Chief Mechanical Officer | 1 |
| Clerical support | 2 |
| Technicians | 2 |
| Management | 1 |
| Facilities management personnel | 1 |
| Facilities maintenance personnel | 1 |
| Dispatcher | 1 |
| Total | 25 |

Table 4, Number of user accounts by role

| Role | Number of users accounts |
|--|---------------------------------|
| Fire Fighters (full time) | 65 |
| Fire Fighters (volunteer) – ** read only | 250 |
| Captains | 44 |
| District Chiefs | 4 |
| Platoon Chiefs | 11 |
| Training Officers | 4 |
| Prevention Officers | 10 |
| Public Safety Officers | 2 |
| Chief Prevention Officer | 1 |
| Chief Training Officers | 1 |
| Chief Mechanical Officer | 1 |
| Clerical support | 4 |
| Technicians | 1 |
| Management | 4 |
| Facilities management personnel | 1 |
| Facilities maintenance personnel | 1 |
| Dispatcher | 6 |
| Total | 410 |

Data Model

Note: The Data Model design or data architecture is not scored. However, the provision of this information is considered mandatory.

The proponent will supply a ****complete list** of off-the-shelf (COTS) data elements available for data entry and reporting to allow evaluators to better understand the data model and compared it against existing business processes and existing datasets.

** Internal data elements not available to the end user for entry or reporting (such as index keys, internal unique record identifiers, etcetera) are not required.

The list of data elements MUST be provided in either Microsoft Excel “.XLS” format or a format that can be readily imported into Microsoft Excel (without manipulation).

The list of data elements MUST include at least the following information in the column order shown in Table 5, and MUST use consistent data type identification as per the list below.

Table 5, Examples of Data types list

| Column A | Column B |
|-------------------------------------|----------------------------|
| Description | Data Type from table below |
| Vehicle Identification Number (VIN) | Alpha-numeric |

Data Types identification as per Column B may include:

- Numeric;
- Alpha-numeric;
- Date (specify if compliant with ISO 8601 standards);
- Pick list (includes drop down lists, or predefined lists);
- Free form text;
- Exclusive Check box {logical 1 or 0, Yes or No, a mutually exclusive data element};
- Check box / Radio Button {more than one can be selected};
- Link – {File Attachment stored as link to a local file server};
- BLOB {Binary Large Object};
- Graphic {Industry standard format such as PDF, Jpeg, Tiff, Giff, Etcetera};

Note: The proponent may add data-type identifiers if necessary.

Technical Specifications

Existing CGS Technology Environment

Table 6, Existing City of Greater Sudbury Technology Environment

| Category | Description |
|---|---|
| Server operating system | Windows 2008r2 64bit / IIS 7 |
| Virtual infrastructure | VMWare ESXi 4.1 |
| Databases supported | Oracle 11g preferred, SQL 2008 is acceptable |
| Desktop operating system | Windows XP 32bit / Windows 7 64 bit |
| Office productivity software | MS Office 2007 |
| Email system | Novell GroupWise |
| Enterprise content management | MURA CMS 5.6 and 6 |
| Supported browsers for internal staff | IE8 |
| Supported browsers for external facing systems | IE7+, Current Versions of: FireFox, Chrome, Safari |
| Penetration testing | McAfee Scan Alert |
| Uptime monitoring | www.site24x7.com |
| Tablet devices supported for external facing Components | Ipad2+ |
| Staff workstation bandwidth | Minimum 100 Mbps, 1 Gbps at select locations |

Technical Requirements

The objective of the technical requirements is to assess:

1. Support requirements;
2. Security, liability or risk implications;
3. Legislative and policy impacts;
4. System access, availability and control;
5. Data access, availability and control;
6. Auditing capabilities.

The City reserves the right to immediately disqualify any proponent that introduces significant risk or does not meet our expectations in any of the above listed areas.

For EACH and EVERY requirement the proponent MUST provide a clear and thorough explanation as to how the proposed system meets the requirement, and to fully disclose ALL work that must be completed by the City of Greater Sudbury with respect to the requirement. The proponent MUST provide these explanations in the box provided under each recommendation or on another page with a clear indication of the item number of the response.

Should a specific requirement not apply to the proposed system, the proponent must explicitly note that it is not applicable (N/A).

All items in the technical requirements section are used for evaluation and selection; this includes Mandatory, Preferred, Optional and Disclosure items. The City reserves the right to immediately disqualify any proponents that cannot meet all mandatory requirements.

| Priority | Definition |
|----------------|---|
| Mandatory (M) | Considered an <i>essential</i> component of the proposed system |
| Preferred (P) | Not an essential component, but preferred |
| Optional (O) | A useful available option |
| Disclosure (D) | Information requested if applicable |

Deployment Models

Please indicate the types of installation models offered by your enterprise by placing an "√" under the "Available" column. If a model is not offered, please indicate this by placing an "√" under the "Not Offered" column.

| Type | Offered | Not Offered |
|--|--------------------------|--------------------------|
| Hosted - Infrastructure-as-a-service | <input type="checkbox"/> | <input type="checkbox"/> |
| Hosted - Software-as-a-Service | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (Please Specify) | <input type="checkbox"/> | <input type="checkbox"/> |
| Response: | | |
| | | |
| Question | Response | |
| If the system is available in more than one deployment model, briefly explain any differences between the available options and provide the rationale for recommending one over the other for the City of Greater Sudbury: | | |

Managed Information

Disclose what types of information are housed or managed by the system.

| Type | Comments |
|----------------------------------|----------|
| PII (Personally Identifiable) | |
| Personal Health | |
| Payment cards/transactions (PCI) | |
| Financial | |
| Sensitive | |
| Other | |

General Requirements

General requirements apply to both hosted and on premise solutions.

| Description | Comments | Priority |
|---|----------|----------|
| 1. Interfaces | | |
| 1.1. Staff only facing interfaces must support the supported browsers for internal staff listed under the Existing CGS Technology Environment section of this document. | | M |
| 1.2. Disclose any plug-ins required for browser based interfaces: ex: Silverlight, Flash, Java, etc | | D |

| | | |
|--|--|---|
| 1.3. Disclose if the public facing interfaces uses cookies or any other type of persistent data storage on the client PC/workstation/system/device. Describe the general purpose of these cookies. | | D |
| 1.4. Do the public facing interfaces comply with the Accessibility for Ontarians with Disabilities Act (AODA) ? The vendor must submit a statement of compliance detailing any exceptions if any, along with the reasons for non-compliance. | | M |
| 1.5. Public interfaces are to track visitor sessions. The vendor or system will provide yearly/quarterly reports, integrate with Google Analytics or provide log files in W3C Extended format. | | M |
| 1.6. Does the domain name need to be registered? If so, name registration and configuration will be the responsibility of the City of Greater Sudbury. | | M |
| 1.7. Disclose workstation hardware requirements for the client based application if applicable. | | M |
| 1.8. Disclose any API's to which the City of Greater Sudbury can interface and provide a general statement of purpose for each. | | D |
| 2. Authentication | | |
| 2.1. User authentication must be encrypted. | | M |
| 2.2. Disclose minimum password requirements for the proposed system. Are password requirements configurable? | | S |
| 2.3. Are passwords stored in a non-reversible format? | | M |

| | | |
|---|--|---|
| 2.4. Does the system offer SSO with social authentication stores (Google, Facebook, OpenID...) | | D |
| 2.5. Can authentication be integrated with the City of Greater Sudbury's Active Directory (AD)? | | D |
| 2.6. If authentication uses the City's AD, can the solution provide authentication services to non-AD users? | | D |
| 2.7. Disclose the authorization model for the system including typical roles and the general use case for each. Does the system provide the ability to create custom roles? | | D |
| 2.8. Is two-factor authentication available? | | D |
| 3. Security and Risk | | |
| 3.1. All sensitive data must be encrypted for transmission and storage. Describe what data is encrypted, and what device is performing the encryption. | | D |
| 3.2. If the system provides data encryption for storage, backups or transmission, who provides/has access to the encryption keys and or SSL certificate keys? | | D |
| 3.3. Is penetration testing performed by the vendor on a regular basis? | | D |
| 3.4. All systems will be subject to up-time monitoring through third party services listed in the Existing CGS Technology Environment section of this document. | | M |

| | | |
|---|--|---|
| 3.5. Systems are subjected to vulnerability penetration testing by third party services listed in the Existing CGS Technology Environment section of this document. | | M |
| 3.6. The Vendor will immediately address security vulnerabilities as they are found in the vendor's system, including available patches or fixes for 3 rd party systems. | | M |
| 3.7. Describe risk assessments, security review, penetration testing, or audit process integrated into the product and underlying infrastructure development life cycles. | | D |
| 4. Data Storage | | |
| 4.1. Disclose initial storage requirements as well as projections for 3 years growth and corresponding cost increases for a typical environment of our size if applicable. | | D |
| 5. Auditing and Controls | | |
| 5.1. How is access to the data, critical data changes and application activity audited and reported on within the application? | | D |
| 5.2. How is database or file-level access to the data audited? | | D |
| 5.3. Are previous audit reports available for review? | | D |
| 6. Maintenance and Support | | |
| 6.1. Who will be required or responsible for the initial installation of software? | | D |

| | | |
|--|--|---|
| 6.2. During the initial installation, what verification tests or procedures will be required to assure successful installation? Who will perform them? | | D |
| 6.3. Disclose the scope of system support the vendor is providing. | | D |
| 6.4. What are the hours of coverage for support? (24/7, 365 days a year) | | D |
| 6.5. Disclose support response and resolution times. | | D |
| 6.6. Is support handled by the vendor or is support outsourced to a 3rd party? | | D |
| 6.7. Who will support the system infrastructure (hardware, VM, server OS, connectivity...)? | | D |
| 6.8. Who is responsible applying major and minor releases as well as security patches? | | D |
| 6.9. What will be the maintenance schedule for major and minor releases? | | D |
| 6.10. What will be the maintenance schedule for OS patches? | | D |
| 6.11. When major or minor releases are implemented, who provides the updated documentation? | | D |
| 6.12. When major or minor releases are implemented, what verification tests or procedures will be required to assure successful installation? Who will perform them? | | D |

| | | |
|--|--|---|
| 6.13. Is a sandbox environment available to test major or minor releases and patches? | | M |
| 6.14. What is the effect of released upgrades to the application and/or the host on which it runs? | | D |
| 7. Subcontractors & Partners | | |
| 7.1. The vendor shall not subcontract any services without our approval | | M |
| 7.2. The vendor shall guarantee that all approved subcontractors will comply with all clauses of our agreement with the vendor | | M |
| 7.3. Is the system hosted by one company or more than one? If yes, who are the companies and where are they located? | | M |
| 7.4. Are multiple agreements needed? | | D |

Hosted Requirements

On Premise Requirements only apply to solutions hosted outside of the City's infrastructure. This applies to SaaS, IaaS and PaaS models. **Vendors offering a solution that is fully hosted within the City's infrastructure, need not complete this section.**

| | | |
|--|--|---|
| 8. Performance and Functionality | | |
| 8.1. Disclose number of clients using the proposed solution on the proposed hosting provider. | | D |
| 8.2. What control does the City maintain over access, usage, privileges, administration, logging and auditing, turning it on and off, updating, maintenance schedules, etc.? | | D |
| 8.3. What bandwidth does the application require for good client performance? | | D |

| | | |
|--|--|---|
| 8.4. What is the system's throughput (transactions per unit of time) and describe measures taken when performance standards are not met. | | |
| 8.5. What costs are required to increase Internet bandwidth to satisfy performance requirements? | | D |
| 8.6. Can the data be exported from the hosted system if required? | | D |
| 8.7. Is the data accessible for updates or modifications or is this controlled by the hosting vendor? | | D |
| 8.8. Integration with other products not previously listed: Please provide a list of products and application the product can integrate with via existing connectors, and if such integration exists is/are there implementation/compatibility considerations such as version requirements, third-party components, or third party EAI requirements? | | D |
| 8.9. Disclose any 3rd party software required for this system. | | D |
| 9. Maintenance and Support | | |
| 9.1. Is there a defined Service Level Agreement as part of the hosting contract? What are the terms of the SLA? Can we modify the SLA to suit our needs? | | D |
| 9.2. Who supports the hosting system and its network? | | D |
| 9.3. Does the vendor have specific planned windows when system maintenance will occur? | | D |

| | | |
|--|--|---|
| 9.4. Describe the effect of planned system maintenance on up-time (system availability)? | | D |
| 9.5. What redundancies or business practices will be implemented to assure business continuity during scheduled and unscheduled maintenance down time? | | D |
| 10. Reliability & Disaster Recovery | | |
| 10.1. Disclose all locations of where the City of Greater Sudbury's data will reside. Physical backups, database backups, replicated databases, etc. | | D |
| 10.2. What data is backed up? What data is not backed up? | | D |
| 10.3. What are the processes and/or costs of data restorations or rollback? | | D |
| 10.4. Are the backups encrypted? | | D |
| 10.5. What is the availability of the external host system/application (e.g. 24x7x52?). Describe measures taken when availability standards are not met. | | D |
| 10.6. Disclose the system's response time (how long it takes for the system to respond to a request) and describe measures taken when response time standards are not met | | D |
| 10.7. Does the vendor have a documented disaster recovery plan? What is its recovery time objective? What is its recovery point objective? What disaster scenarios are considered? | | D |

| | | |
|---|--|---|
| 10.8. Does the vendor have a documented change management procedure? | | D |
| 11. PCI – applicable if payment card information is managed by: a) the proposed solution; or b) any other available system module which the city may consider purchasing at a future date. | | |
| 11.1. The system proposed must be hosted by the Vendor and be PCI-DSS (PCI Data Security Standard) certified as defined by the PCI Security Standards Council | | M |
| 11.2. Any hardware or software used for the hosted system must meet PA-DSS v2.0 (Payment Application Data Security Standard) requirements as defined by the PCI Security Standards Council | | M |
| 11.3. If the vendor is proposing any solution that would require further certification or security requirements as defined by the PCI Security Standards Council, the vendor will identify and meet those specific requirements | | M |
| 11.4. Vendor must provide a copy of their PCI Implementation guide | | M |
| 12. Governing Laws and Access to Information | | |
| 12.1. The laws governing the agreement shall be the laws of Ontario and Canada | | M |
| 12.2. Even though the data may be housed in Canada, is the parent company an international company, thereby falling under different jurisdiction? | | D |
| 12.3. Are there any implications by foreign legislation such as the U.S. Patriot Act? | | D |

| | | |
|--|--|---|
| 12.4. Have you undergone third party verification for PIA? Would you allow third party verification on the behalf of the City of Greater Sudbury? | | D |
| 12.5. Does the system meet all requirement of MFIPPA and/or PHIPA for control and access to information | | D |
| 12.6. All requests for access to our information to be directed to the City's Freedom of Information Officer. Vendor shall abide by the City's Freedom of Information Officer's decision to provide or block access. | | D |
| 12.7. Who has access to the data? System administrators? Other users on a shared host? How is privileged access managed and audited? | | D |
| 13. Privacy and Breaches | | |
| 13.1. The Vendor shall inform the City immediately of any privacy breaches. | | M |
| 13.2. The Vendor shall cooperate with our investigation into any privacy breach. | | M |
| 13.3. The Vendor shall pay the cost of notification if the breach occurs when the records are in the care and custody of the vendor. | | M |
| 13.4. Disclose all security and privacy policies and procedures implemented for the proposed solution. | | M |
| 13.5. Describe how the City of Greater Sudbury can review or monitor security breaches and whether a history of security breaches will be available for review. | | D |
| 13.6. Have there been any security breaches in the last two years? | | D |

| 14. Retention and Destruction of Records | | |
|--|--|---|
| 14.1. Upon termination of service contract, the City of Greater Sudbury will be provided with a copy of the City of Greater Sudbury's system data and all City of Greater Sudbury data contained on the vendor's systems will be destroyed. The vendor will provide the City of Greater Sudbury a destruction certificate. | | M |
| 14.2. The Vendor shall abide by our retention instructions, destroy records at our instruction, and provide a destruction certificate. | | M |
| 14.3. The Vendor shall not destroy records without our authorization. | | M |
| 14.4. Is data being retained for specific periods of time to meet legal and regulatory reasons? Is this covered by an existing retention schedule? | | M |
| 15. Escape and Escrow | | |
| 15.1. The Vendor shall, at their cost, return our records or transfer them to another vendor of our choosing upon termination of the agreement. | | M |
| 15.2. Is there an escrow agreement or contract terms covering what will happen to the application and data in the event of bankruptcy? | | M |
| 16. Security and Risk | | |
| 16.1. Are there any information security policies, procedures, or governance in place at the vendor? | | D |
| 16.2. Is the proposed solution hosted in a shared environment with other clients or a dedicated instance supplied for the City of Greater Sudbury? | | D |

| | | |
|--|--|---|
| 16.3. Who has access to the data? System administrators? Other users on a shared host? How is privileged access managed and audited? | | D |
| 16.4. Who can authorize changes to the application or to user permissions? How is the individual's identity validated? | | D |
| 16.5. Disclose any security compliance certifications the system has (soc1, soc2, HIPPA...) | | D |
| 16.6. What is the vendor's security patch management process and timeline? | | D |
| 17. Vendor and Data Ownership, Control, and Location | | |
| 17.1. The vendor shall disclose any changes in their ownership/control. | | M |
| 17.2. The vendor shall not consider our data to be a saleable asset in the event of such a change of control. | | M |
| 17.3. The vendor shall return all of our data, at the vendor's cost, in the event that we are uncomfortable with the change of ownership / control. | | M |
| 17.4. The vendor shall not make any use of our records without our authorization. | | M |
| 17.5. The vendor shall inform us of any change in the physical location of the records, and return the records if we do not approve the location change. | | M |
| 17.6. The Vendor shall not alter our records in any way. | | M |
| 17.7. Is data replicated over more than one site? Where are these additional sites? | | D |

| 18. Legal & Contractual | | |
|---|--|---|
| 18.1. What contracts are in place/required with the vendor? | | D |
| 18.2. What underpinning contracts are in place at the vendor? (Are any third parties allowed to see customer data, for example?) | | D |
| 18.3. Are there any claims to organizational data or Intellectual Property from the vendor? | | D |
| 18.4. If required, has signed permission to do penetration testing been received? | | D |
| 18.5. In the event of an investigation, there may be a need to obtain relevant information, user files, and user access logs. Is this available? Is there extra cost? | | D |
| 18.6. Does provider have capability to decrypt data for legal reasons without notifying client? | | D |
| 18.7. What is the financial health of each party that is providing hosting services? | | D |
| 18.8. Is the system multi-tenancy? If so, can recovery be made of just one tenant's systems if required? | | D |
| 18.9. Is there language in the contract that the vendor shall not subcontract in whole or in part without prior written consent of the Corporation? | | D |
| 18.10. What are the termination clauses for the hosting contract? | | D |
| 18.11. What is the contract length and what controls are there on increases to cost? | | D |



CITY OF GREATER SUDBURY

CONTRACT FES13-9

**REQUEST FOR PROPOSAL
FOR THE SUPPLY AND INSTALLATION OF A RECORDS
MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

FORMS



**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

DECLARATION OF ACCESSIBILITY COMPLIANCE

Please complete and return with your submission.

| | |
|----------------------|---------------|
| COMPANY NAME: | |
| PRINT NAME: | |
| TITLE: | DATED: |

I/ we acknowledge that as a Contractor/Consultant of the City of Greater Sudbury we are bound to comply with all accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 as amended from time to time.

I/we declare that I/we have read, understand and will meet or exceed all enacted accessibility Standards as amended from time to time.

I/we further declare that I/we will undertake to ensure all sub-contractors hired by us in completion of our work will also comply with the above Standards.

Authorized Signature

Dated



**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND
IMPLEMENTATION OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

REFERENCE FORM

Provide a minimum of three (3) references for similar projects of comparable complexity. The City reserves the right to contact these references. The City also reserves the right to consider its own experience with any service provider or contractor that currently has contracts or has previously had contracts with the City. The City will consider the quality of the delivery of services or supplies.

1.) Name of Client Organization: _____

Address: _____

Contact Name: _____ Title: _____

Telephone Number: _____ Fax Number: _____

Email Address: _____

Name of contract, and number of staff assigned to the contract: _____

Brief description of the scope of work: _____

Duration of contract: _____ Approximate value of contract: _____

2.) Name of Client Organization: _____

Address: _____

Contact Name: _____ Title: _____

Telephone Number: _____ Fax Number: _____

Email Address: _____

Name of contract, and number of staff assigned to the contract: _____

Brief description of the scope of work: _____

Duration of contract: _____ Approximate value of contract: _____

3.) Name of Client Organization: _____

Address: _____

Contact Name: _____ Title: _____

Telephone Number: _____ Fax Number: _____

Email Address: _____

Name of contract, and number of staff assigned to the contract: _____

Brief description of the scope of work: _____

Duration of contract: _____ Approximate value of contract: _____

Company Name: _____

Signature: _____

"I have the authority to bind the Company/Corporation/Partnership."



**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND
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REFERENCE FORM (TRAINING SERVICES)

Provide a minimum of three (3) references relating to training services. It is a requirement of this contract that the successful proponent have the ability to provide qualified training delivery specialists who are completely versed in the product and able to optimize a classroom learning experience.

1.) Name of Client Organization: _____

Address: _____

Contact Name: _____ Title: _____

Telephone Number: _____ Fax Number: _____

Email Address: _____

Name of contract, and number of staff assigned to the contract: _____

Brief description of the scope of work: _____

Duration of contract: _____ Approximate value of contract: _____

2.) Name of Client Organization: _____

Address: _____

Contact Name: _____ Title: _____

Telephone Number: _____ Fax Number: _____

Email Address: _____

Name of contract, and number of staff assigned to the contract: _____

Brief description of the scope of work: _____

Duration of contract: _____ Approximate value of contract: _____

3.) Name of Client Organization: _____

Address: _____

Contact Name: _____ Title: _____

Telephone Number: _____ Fax Number: _____

Email Address: _____

Name of contract, and number of staff assigned to the contract: _____

Brief description of the scope of work: _____

Duration of contract: _____ Approximate value of contract: _____

Company Name: _____

Signature: _____

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QUALIFICATIONS FORM

Please list all team members who will be involved with this project, their position **AND** submit curriculum vitae for each.

| | NAME | POSITION |
|----|-------------|-----------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |
| 3. | _____ | _____ |
| 4. | _____ | _____ |
| 5. | _____ | _____ |

Company Name: _____

Signature: _____

"I have the authority to bind the Company/Corporation/Partnership."

**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
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PROPOSAL BID FORM

**All pricing provided on this Proposal Bid Form must comply with the Terms of Reference.*

| <u>Description</u> | <u>Price</u> |
|-----------------------------|-----------------------------|
| Implementation: | |
| Software Costs | \$ _____ |
| Initial Training (Start-Up) | \$ _____ |
| | Sub-Total \$ _____ |
| | Plus 13% HST \$ _____ |
| | Grand Total \$ _____ |

| | |
|--|-------------|
| Ongoing: | |
| Annual Maintenance Costs, Year 1 | \$ _____ |
| Annual Maintenance Costs, Year 2 | \$ _____ |
| Annual Maintenance Costs, Year 3 | \$ _____ |
| Annual Maintenance Costs, Year 4 | \$ _____ |
| Annual Maintenance Costs, Year 5 | \$ _____ |
| Functional Staff Time (annually) required for system maintenance (estimated) | _____ hours |
| IT Staff Time (annually) required for system maintenance (estimated) | _____ hours |

Supplemental Training Costs: Provide details and costing for various training models (i.e. – Webinars, On-Site Training at LEL, Training at Your Facility, etc.). Attach the information to the Proposal Bid Form and indicate Supplemental Training Costs.

I have read, acknowledge and understand all terms, conditions and requirements contained in this Proposal:

COMPANY NAME: _____

ADDRESS: _____

TELEPHONE: _____ **FAX #:** _____ **E-MAIL:** _____

NAME AND POSITION OF PERSON SIGNING: _____

SIGNATURE: _____ *(Please Print)* **DATE:** _____

"I have the authority to bind the Corporation/Company/Partnership"

Please ensure that an original signature is provided with the original Proposal document. A photocopy of the signature will not be accepted on the document marked as the Original. Failure to provide original signatures on the document marked original will result in the rejection of your Proposal.

LOWEST OR ANY PROPOSAL NOT NECESSARILY ACCEPTED



**CONTRACT FES13-9
REQUEST FOR PROPOSAL FOR THE SUPPLY AND IMPLEMENTATION
OF A RECORDS MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

OPTIONAL PROPOSAL BID FORM

| <u>Description</u> | <u>Price</u> |
|---|-----------------------|
| Price for Comprehensive Implementation Services | \$ _____ |
| | Plus 13% HST \$ _____ |
| Grand Total | \$ _____ |

****If bidding on this optional scope item, the proponent **MUST** clearly identify the services offered.****

I have read, acknowledge and understand all terms, conditions and requirements contained in this Proposal:

COMPANY NAME: _____

ADDRESS: _____

TELEPHONE: _____ **FAX #:** _____ **E-MAIL:** _____

NAME AND POSITION OF PERSON SIGNING: _____

SIGNATURE: _____ **DATE:** _____
(Please Print)
"I have the authority to bind the Corporation/Company/Partnership"

Please ensure that an original signature is provided with the original Proposal document. A photocopy of the signature will not be accepted on the document marked as the Original. Failure to provide original signatures on the document marked original will result in the rejection of your Proposal.

LOWEST OR ANY PROPOSAL NOT NECESSARILY ACCEPTED

**CONTRACT FES13-9
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ADDENDUM ACKNOWLEDGEMENT FORM

Addendum Acknowledgment Form: See Item 14 of Schedule 'C' of Purchasing By-Law 2006-270 as amended (attached). Failure to complete this section when addendums have been issued may render your Proposal as non-compliant. Please ensure you complete this section if an addendum(s) has been issued.

If awarded the contract, the Proponent agrees to complete the work in accordance with the Proposal's Instruction to Proponents, Terms of Reference / Specifications, and the following Addenda:

Addendum No. ____, dated _____, 2013. Addendum No. ____, dated _____, 2013.

Addendum No. ____, dated _____, 2013. Addendum No. ____, dated _____, 2013.

Company Name: _____

Signature: _____

"I have the authority to bind the Company/Corporation/Partnership."

ATTACH THIS LABEL SHEET TO THE FRONT OF YOUR PROPOSAL ENVELOPE/PACKAGE SUBMISSION



**PROPOSAL
TO BE RETURNED TO:**

**THE CITY OF GREATER SUDBURY
C/O SUPPLIES AND SERVICES
200 BRADY STREET,
2nd FLOOR, TOM DAVIES SQUARE
BOX 5000, STN. A
SUDBURY, ON P3A 5P3**

CONTRACT FES13-9

**REQUEST FOR PROPOSAL
FOR THE SUPPLY AND INSTALLATION OF A RECORDS
MANAGEMENT SOFTWARE PRODUCT FOR FIRE SERVICES**

Proponent's Name: _____

Address: _____

For City Use Only
Date and Time Received:

NOTE: This address label/sheet must be affixed to the front of your sealed Proposal envelope or package submission. The Supplies & Services section will not be held responsible for envelopes or packages that are not labeled.