



THE CITY OF WINNIPEG

REQUEST FOR QUALIFICATION

RFQ NO. 1125-2014

**REQUEST FOR QUALIFICATION FOR A CITY OF WINNIPEG LABORATORY
INFORMATION MANAGEMENT SYSTEM**

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PART B - REQUEST FOR QUALIFICATION INFORMATION

B1. DEFINITIONS

B1.1 When used in this Request for Qualification:

- (a) "**Business Day**" means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
- (b) "**Branch**" refers to the Analytical Services Branch, which is part of the Environmental Standards Division of the City of Winnipeg, Water & Waste Department.
- (c) "**Calendar Day**" means the period from one midnight to the following midnight;
- (d) "**City**" means the City of Winnipeg as continued under The City of Winnipeg Charter, Statutes of Manitoba 2002, c. 39, and any subsequent amendments thereto;
- (e) "**City Council**" means the Council of the City of Winnipeg;
- (f) "**Contract**" means the combined documents consisting of the Request for Qualification package, Request for Proposal package and any documents and drawings referred to and incorporated therein together with any submissions required to be made by the Contractor after award, and all amendments to the foregoing;
- (g) "**Contract Administrator**" means the person authorized to represent the City in respect of the Request for Qualifications unless otherwise specified hereinafter;
- (h) "**Contractor**" means the person undertaking the performance of the work under the terms of the Contract;
- (i) "**may**" indicates an allowable action or feature which will not be evaluated;
- (j) "**must**" or "**shall**" indicates a mandatory requirement which will be evaluated on a pass/fail basis;
- (k) "**Person**" means an individual, firm, partnership, association or corporation, or any combination thereof, and includes heirs, administrators, executors or legal representatives of a person;
- (l) "**Proponent**" means any Person or consortium submitting a Qualification Submission in response to this Request for Qualifications;
- (m) "**should**" indicates a desirable action or feature which will be evaluated on a relative scale;
- (n) "**Site**" means the lands and other places on, under, in or through which the work is to be performed;
- (o) "**Submission or Qualification Submission**" means that portion of the Request for Qualification which must be completed or provided and submitted by the Submission Deadline;
- (p) "**Submission Deadline**" means the time and date for final receipt of Submissions;
- (q) "**Substantial Performance**" shall have the meaning attributed to it in The Builders' Liens Act (Manitoba), or any successor legislation thereto;
- (r) "**Work**" or "**Works**" means the carrying out and the doing of all things, whether of a temporary or permanent nature, that are to be done pursuant to the Contract and, without limiting the generality of the foregoing, includes the furnishing of all Plant, Material, labour and services necessary for or incidental to the fulfilment of the requirements of the Contract, including all Changes in Work which may be ordered as herein provided.

B2. EXECUTIVE SUMMARY

B2.1 City of Winnipeg – Water & Waste Department – Information Systems Division has received Council approval to proceed with replacement of the existing Laboratory Information Management System (LIMS).

B3. BACKGROUND

- B3.1 The Analytical Services Branch (ASB) of the Environmental Standards Division (ESD) of the City of Winnipeg operates a laboratory for analytical testing in support of environmental monitoring and compliance reporting. All analysis (aka "Tests") performed by the ASB is generally stored in their existing Laboratory Information Management System (LIMS). The LIMS was developed over 15 years ago but has gradually fallen out-of-step with more recent CALA accreditation requirements.
- B3.2 In order to maintain accreditation and prevent the laboratory from losing its accreditation, the LIMS has been heavily modified over time and augmented with external spreadsheets to meet certain requirements stipulated by CALA, but cannot be changed in the current LIMS. The past years of patches and inter-connected spreadsheets have made it increasingly difficult to address new CALA requirements without jeopardizing the integrity of the existing functions and features of the LIMS. The LIMS also lacks flexible reporting capabilities to address the diverse needs of ASB's clients to obtain laboratory test results data.
- B3.3 As such, the lack of reporting capabilities and access to the LIMS imposes significant work-load on the ASB staff to prepare and distribute data files to its clients. In addition, special requests for selective data are difficult to process in light of increasing workloads and subsequently are delayed.
- B3.4 An ideal solution would ensure that the laboratory continues to meet current and future regulatory reporting requirements, as well as the increasing demands of the laboratory's internal clients. In addition to accreditation concern, a modern LIMS solution will allow the laboratory to prepare, locate, and distribute test results more effectively and provide secure web access to test results. Overall productivity in the laboratory will be increased by the use of a modern LIMS.

B4. WINNIPEG

- B4.1 Winnipeg is an important Canadian city, and the capital of the Province of Manitoba. Located in Western Canada, Winnipeg plays a prominent role in transportation, finance, manufacturing, agriculture and education. It is known as the Gateway to the West. The City is located near the geographic centre of North America. It lies in a flood plain at the confluence of the Red and Assiniboine rivers and started around the point now commonly known as The Forks. It is protected from flooding by the Red River Floodway. Winnipeg covers an area of 663 square kilometers.
- B4.2 The City of Winnipeg is the Capital city of the Province of Manitoba with a population of over 650,000. Composed of a broad range of diverse neighbourhoods and communities with numerous attractions (from arts and culture to sports and entertainment), Winnipeg is recognized as one of Canada's finest places to live, work and play. The City employs over 8,000 people and provides a full range of municipal services to the citizens of Winnipeg.
- B4.3 The political representation for the City is a Mayor and 15 Councillors, each representing a city ward. The current Mayor and Council were elected in October 2010. Their term of office ends in 2014.
- B4.4 The administrative structure for the City is a Chief Administrative Officer (CAO) providing overall supervision for the following departments: Corporate Finance, Assessment and Taxation, Internal Services, Community Services, Fire Paramedic Service, Winnipeg Police Service, Public Works, Transit, Water and Waste, and Planning, Property and Development.
- B4.5 Since 1992, overall municipal government revenues have not changed significantly. However, there has been a shift. Taxation revenues have decreased and fees and charges have increased. Property and business taxes made up 51% of the City's revenues in 1992. In 2003, these same revenues accounted for 43% - a \$66 million reduction. During this same period, user fees and charges increased from 25% to 31% of City revenues – a \$66 million increase.

B4.6 The City provides many services to its citizens. By service, the representation is distributed as follows: Public Safety (25%), Transportation (23%), Environmental (23%), Planning and Development (4%), Leisure and Wellness (15%), Internal Support (10%). For additional information on City services, refer to the City of Winnipeg web site at:

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

B5. PURPOSE OF THE REQUEST FOR QUALIFICATIONS DOCUMENT

B5.1 The purpose of this Request for Qualifications (RFQ) is to identify experienced and capable Proponents to supply, implement, and maintain a COTS based Laboratory Information Management System (LIMS).

B5.2 The City invites qualified individuals to submit a Qualification Submission in response to this RFQ.

B5.3 After receiving the Submissions to this RFQ, the City will review all Submissions received and shortlist up to six of the most qualified Proponents. Only those Proponents on the shortlist will be invited to further submit a more detailed proposal.

B5.4 Proponents on the shortlist are invited to submit a more detailed proposal and will be required to obtain the following prior to an award being made:

- (a) to be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Bidder does not carry on business in Manitoba, in the jurisdiction where the Bidder does carry on business; and
- (b) be responsible and not be suspended, debarred or in default of any obligations to the City. A list of suspended or debarred individuals and companies is available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/debar.stm>
- (c) have a written workplace safety and health program, if required, pursuant to The Workplace Safety and Health Act (Manitoba);
- (d) upon request of the Contract Administrator, obtain Security Clearances.

B6. SCOPE OF WORK

B6.1 The major components of the Work are as follows:

- (a) Implement a Commercial Off the Shelf (COTS) based solution for a Laboratory Information Management System.
- (b) Provide professional services for the installation and configuration of the application.
- (c) Provide ongoing support and maintenance for the application, once installed.

B6.2 Information pertaining to the proposed LIMS project scope and overview of requirements is included in Appendix A.

B7. GENERAL CONDITIONS

B7.1 The General Conditions for the Supply of Goods (Revision 2008 05 26) are applicable to the Work of the Contract.

B7.1.1 The *General Conditions for the Supply of Goods* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at http://www.winnipeg.ca/matmgt/gen_cond.stm

B8. PROJECT SCHEDULE

B8.1 The City intends to complete the evaluation of the Qualification Submissions by February 2015 and proceed with the issuance of an RFP by March 2015.

B8.2 Details on the RFP schedule will be provided to the Proponents at the completion of the RFQ stage. The City intends to complete the RFP stage by September 2015.

B8.3 Estimated Preliminary Schedule

| Phase | Approximate Date(s) |
|---------------------------------------|-------------------------------|
| 1. RFQ Process | Oct 2014 – Jan 2015 |
| 2. Evaluation/Shortlist of Proponents | Feb. 2015 |
| 3. RFP Process | March 2015 – May 2015 |
| 4. Evaluation/Selection of Proponent | June 2015 |
| 5. Award/Contract Administration | September 2015 |
| 6. Implementation | October 2015 – September 2016 |
| 7. System Go-Live | October 2016 |

B9. PROCUREMENT PROCESS

B9.1 The first stage of the procurement process for the Project is this RFQ. The City intends to invite no more than six Proponents to participate in the second stage of the procurement process, the RFP.

B9.2 Following completion of the RFQ stage, Proponents will be invited to provide detailed proposals in response to an RFP that will be structured following best practices used in other Canadian jurisdictions. The RFP will include several submission stages related to technical, financial and, if needed, innovation components. The City will evaluate the detailed proposals received from the Proponents and select the preferred Proponent for the purposes of concluding the Contract.

B9.3 Details on the RFP process will be provided to the Proponents at the completion of the RFQ stage.

B10. ENQUIRIES

B10.1 All enquiries shall be directed to the Contract Administrator identified in B11.

B10.2 Any Proponent who has questions as to the meaning or intent of any part of this document or who believes this document contains any error, inconsistency or omission should make an enquiry prior to the Submission Deadline requesting clarification, interpretation or explanation in writing to the Contract Administrator.

B10.3 If the Proponent finds errors, discrepancies or omissions in the document, or is unsure of the meaning or intent of any provision therein, the Proponent shall promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.

B10.4 If the Proponent is unsure of the meaning or intent of any provision therein, the Proponent should request clarification as to the meaning or intent prior to the Submission Deadline.

B10.5 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the RFQ will be provided by the Contract Administrator to all Proponents by issuing an addendum.

- B10.6 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the RFQ will be provided by the Contract Administrator only to the Proponent who made the enquiry.
- B10.7 The Proponent shall not be entitled to rely on any response or interpretation received pursuant to B10 unless that response or interpretation is provided by the Contract Administrator in writing.

B11. CONTRACT ADMINISTRATOR

- B11.1 The Contract Administrator is:
Dennis Batacan
Water & Waste – Business Analyst Lead
Telephone No. 204-986-2993
Facsimile No. 204-986-4393
E-mail: dbatacan@winnipeg.ca

B12. ADDENDA

- B12.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the RFQ, or clarifying the meaning or intent of any provision therein.
- B12.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.
- (a) The Addenda will be available on the Bid Opportunities page at the Materials Management Division's website at <http://www.winnipeg.ca/matmgt/bidopp.asp>
- B12.2.1 The Proponent is responsible for ensuring that he/she has received all addenda and is advised to check the Materials Management Division's website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.
- B12.3 The Proponent should acknowledge receipt of each addendum on Form A: Request for Qualification Application.

B13. CONFLICT OF INTEREST AND GOOD FAITH

- B13.1 Proponents must not include among their team, any business entity or individual who is, or is associated with, in any way, any consultant retained by the City in relation to the Project, including but not limited to consultants providing engineering, architectural, legal, process, finance or financial capacity advice or any Person likely to create a conflict of interest or a perception of conflict of interest.
- B13.2 If a Proponent considers that a particular relationship or association does not create a conflict of interest and will not create a perception of conflict of interest, but is concerned that the City could arrive at a different conclusion, the Proponent should fully disclose the circumstances to the City at the earliest possible date, and request that the City provide an advance interpretation as to whether the relationship or association will be likely to create a conflict of interest or a perception of conflict of interest.
- B13.3 The Proponent declares that in submitting its response to this RFQ, it does so in good faith and will disclose to the best of its knowledge, whether there are any circumstances whereby any member of Council or any officer or employee of the City would gain any pecuniary interest, direct or indirect, as a result of the Proponents participation in this Project.

B13.4 Failure to comply with this provision may result in disqualification of your Submission from the RFQ process or, if the City becomes aware of your breach of this provision after the RFP has been issued, disqualification from the RFP process.

B14. CONFIDENTIALITY AND PRIVACY

B14.1 Information provided to a Proponent by the City or acquired by a Proponent by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the City. The Proponent shall not make any statement of fact or opinion regarding any aspect of the RFQ and any subsequent proposal to the media or any member of the public without the prior written authorization of the City.

B14.2 The protection of personal information and privacy will be fundamental aspects of the Project. Proponents shall comply with all applicable privacy legislation, including but not limited to the Personal Information Protection and Electronic Documents Act (Canada) ("PIPEDA"). In addition, Proponents are advised that the City is subject to The Freedom of Information and Protection of Privacy Act (Manitoba) ("FIPPA") and that the Contractor will be expected to comply with the obligations imposed upon the City pursuant to FIPPA.

B14.3 To the extent permitted, the City shall treat all Submissions as confidential. However, the Proponent is advised that any information contained in any Submission may be released if required by City policy or procedures, by FIPPA, by other authorities having jurisdiction, or by law.

B14.4 All Qualification Submissions submitted to the City will be kept in confidence with the City for the sole purposes of evaluating and developing the best possible strategic option for the City. Qualification Submissions will become the property of the City. The City will have the right to make copies of all Submissions for its internal review process and to provide such copies to its staff and/or external advisors and representatives.

B14.5 All information will become and remain the property of the City; none will be returned. If the application contains any proprietary or trade secret information, said information must be indicated as such.

B15. NON-DISCLOSURE

B15.1 Proponents must not disclose any details pertaining to their RFQ and the selection process in whole or in part to anyone not specifically involved in their Submission, without the prior written approval of the City. Proponents shall not issue a news release or other public announcement pertaining to details of their Qualification Submission or the selection process without the prior written approval of the City.

B15.2 Proponents are advised that an attempt on the part of any Proponent or any of its employees, agents, contractors or representatives to contact any members of City Council or their staff or any member of City Administration other than the Contract Administrator with respect to this RFQ solicitation, may lead to disqualification.

B16. NO COLLUSION

B16.1 Upon making a Submission to this RFQ, each Proponent shall declare that they have not participated in any collusive scheme or combine.

B16.2 Proponents must ensure that their participation in this RFQ is conducted without collusion or fraud on their part or any of their team. Proponents and their team members shall not engage in discussions or other communications with any other Proponents or their team members regarding the preparation or submission of their responses to this RFQ. Breach of this provision may result in disqualification from the RFQ process or, if the City becomes aware of your breach of this provision after the RFP has been issued, from the RFP process.

B17. NO LOBBYING

B17.1 Any form of political or other lobbying whatsoever in relation to the Project or with a view to influencing the outcome of this RFQ process is strictly prohibited. Failure to comply with this provision may result in disqualification from the RFQ process or, if the City becomes aware of your breach of this provision after the RFP has been issued, disqualification from the RFP process.

B18. ELIGIBILITY

B18.1 Various organizations provided investigative services with respect to this Project. In the City's opinion, this relationship or association does not create a conflict of interest or will not likely create a perception of conflict of interest because of this full disclosure and related information. The organizations are:

- (a) Accelerated Technology Laboratories (ATL);
- (b) Autoscribe Informatics Ltd.;
- (c) BTLIMS Technologies;
- (d) Chemware Inc;
- (e) LabLynx Inc;
- (f) Labvantage Solutions;
- (g) Labware Inc;
- (h) Perkin Elmer Inc;
- (i) QSI (Quality Systems International);
- (j) StarLIMS Corporation;
- (k) Thermo Fisher Scientific;
- (l) Labtopia;
- (m) Two Fold Software.

B19. FAIRNESS ADVISOR

B19.1 The City generally retains an independent Fairness Advisor to oversee the selection process for the Project.

B19.2 The Fairness Advisor's role is to reassure both the City and private sector participants that the process and decisions resulting are fair, reasonable and consistent with the procurement process laid out for the Project.

B20. CITY'S PROJECT TEAM

B20.1 The City has appointed a Project Team to oversee all aspects of the procurement and implementation of the Project.

B20.2 The Project Team consists of:

- (a) Contract Administrator and 2 Division Managers;
- (b) Staff of Analytical Services Branch, assisted by key City staff.
- (c) Water & Waste IT Division, assisted by external agency contractors.

B20.3 No Person retained to advise the City for this Project may participate for or on behalf of any private sector team or private sector team member or provide advice or services in respect of any part of the procurement or submission process. Breach of this condition may result in disqualification of the affected private sector team from all further participation in this DBFM procurement process and from any entitlement to award of the DBFM Agreement.

SUBMISSION INSTRUCTIONS

B21. SUBMISSION DEADLINE

- B21.1 The Submission Deadline is 4:00 p.m. Winnipeg time, January 16, 2015.
- B21.2 The Contract Administrator or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B21.1.
- B21.3 Qualification Submissions will not be opened publicly.
- B21.4 Qualification Submissions determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned unopened.
- B21.5 The Qualification Submission should be submitted enclosed and sealed in an envelope clearly marked with the RFQ number and the Proponent's name and address.
- B21.6 Qualification Submissions submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.
- B21.7 Qualification Submissions shall be submitted to:
The City of Winnipeg
Corporate Finance Department
Materials Management Division
185 King Street, Main Floor
Winnipeg MB R3B 1J1

B22. QUALIFICATION SUBMISSION

- B22.1 The Qualification Submission shall consist of the following components:
(a) Form A: Request for Qualification Application (Section A).
- B22.2 The Qualification Submission should consist of the following components:
(a) Experience of Proponent (Section B);
(b) Implementation Team (Section C);
(c) Managed Services (Section D);
(d) Product Capability/Fit (Section E);
- B22.3 Further to B22.1, all requirements of the RFQ shall be fully completed or provided, and submitted by the Proponent no later than the Submission Deadline, with all required entries made clearly and completely to constitute a responsive RFQ.
- B22.4 Further to B22.2, all requirements of the RFQ should be fully completed or provided, and submitted by the Proponent no later than the Submission Deadline, with all required entries made clearly and completely to constitute a responsive RFQ.
- B22.5 Proponents are advised that inclusion of terms and conditions inconsistent with the RFQ document will be evaluated in accordance with B31.
- B22.6 All Submissions received in response to this RFQ will be kept in confidence with the sole purposes of evaluating and developing the best possible strategic option for the City.
- B22.7 Submissions and the information they contain will be the property of the City upon receipt. No Submissions will be returned.

Format

- B22.8 Proponents should submit one (1) unbound original (marked "original") and six (6) copies plus one (1) copy in an MSOffice compatible electronic format and .pdf format on a standard CD/DVD or USB memory stick. If there is any discrepancy between the electronic version and the original hard copy, the original hard copy shall take precedence.
- (a) Each requirement should be addressed in a separate section clearly marked with the corresponding letter;
 - (b) The total submission shall not be more than sixty (60) pages. Any graphics included should be contained within the specified amount of pages. Information contained in the document or appendices exceeding the maximum number of pages may not be considered part of the submission.
- B22.9 The City reserves the right to make additional copies of all Submissions for its internal review process and to provide such copies to its staff and external advisors.

B23. FORM A: REQUEST FOR QUALIFICATION APPLICATION

- B23.1 Further to B22.1(a), the Proponent shall complete Form A: Request for Qualifications Application, making all required entries.
- B23.2 Paragraph 2 of Form A: Request for Qualifications Application shall be completed in accordance with the following requirements:
- (a) if the Proponent is a sole proprietor carrying on business in his/her own name, his/her name shall be inserted;
 - (b) if the Proponent is a partnership, the full name of the partnership shall be inserted;
 - (c) if the Proponent is a corporation, the full name of the corporation shall be inserted;
 - (d) if the Proponent is carrying on business under a name other than his/her own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.
- B23.2.1 If the Submission is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B23.2.
- B23.3 In Paragraph 3 of Form A: Request for Qualifications Application, the Proponent shall identify a contact person who is authorized to represent the Proponent for purposes of this RFQ.
- B23.4 Paragraph 7 of Form A: Request for Qualification Application should be signed in accordance with the following requirements:
- (a) if the Proponent is sole proprietor carrying of business in his/her own name, it shall be signed by the Proponent;
 - (b) if the Proponent is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
 - (c) if the Proponent is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;
 - (d) if the Proponent is carrying on business under a name other than his/her own, it shall be signed by the registered owner of the business name or by the registered owner's authorized officials if the owner is a partnership or a corporation.
- B23.5 The name and official capacity of all individuals signing Form A: Request for Qualification Application should be printed below such signatures.
- B23.6 All signatures should be original.

B23.7 If a Submission is submitted jointly by two or more persons, the word “Proponent” shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Proponents in the Submission, shall be both jointly and several.

B24. EXPERIENCE OF PROPONENT

B24.1 Further to B22.2(a), the Proponent should submit information in sufficient detail for the City to evaluate the qualifications of the Proponent(s) by providing:

- (a) their organization and management structure;
- (b) the number of contracts similar in size and scope;
- (c) the details of the scope and value of each contract;
- (d) the names of clients;
- (e) three (3) references for recent projects similar in size and scope, preferably for municipal government clients. Each reference should consist of a company name, contact name, email address, phone number and a brief description of the project.

B25. IMPLEMENTATION

B25.1 Further to B22.2(b), the Proponent should submit information in sufficient detail for the City to evaluate the qualifications of the implementation team by providing:

- (a) A description of your approach to overall team formation and coordination of team members.
- (b) A team organizational chart and representative project plan for an implementation with similar size and scope.
- (c) Profiles outlining experience and qualifications of the Key Personnel that are typically assigned to projects of this nature in the Canadian market. Include details of projects of comparable size and complexity. Roles of each of the Key Personnel in the project should be identified in the organization chart referred to in B25.1(b).
- (d) A description of your approach/methodology for performing implementations through all stages of the project.

B26. MANAGED SERVICES

B26.1 Further to B22.2(c), the City is considering options for hosting their LIMS “on-premise”, at an off-site data center or via a managed service provider. The Proponent should submit information in sufficient detail for the City to evaluate the qualifications of the managed services offering. Briefly describe the following:

- (a) your approach and experience hosting, operating, and maintaining your solution in the aforementioned deployment options.
- (b) how your company would participate in and support the ongoing overall system support requirements, potentially working alongside city staff.
- (c) how your company is equipped and resourced to provide the following:
 - (i) Implementation services only;
 - (ii) Implementation and ongoing operational support and maintenance;
 - (iii) Implementation, ongoing operational support and maintenance, and hosting services.

B27. PRODUCT CAPABILITY/FIT

B27.1 Further to B22.2(d), the Proponent should submit information in sufficient detail for the City to evaluate the qualifications of the LIMS product offering that meets the following requirements:

B27.2 Laboratory Information Management & Operations

- (a) Sample Intake & Tracking Management:
 - (i) intake of incoming physical samples;
 - (ii) log sample location and sample movement;
- (b) Sample Preparation:
 - (i) prepare sample containers and labels;
- (c) Analysis:
 - (i) perform tests against samples received;
 - (ii) record test results;
- (d) Project and Workflow Management:
 - (i) organize and notify staff of work schedules, workload assignments;
 - (ii) set up and manage projects;
- (e) Document Control:
 - (i) process and convert data to certain formats;
 - (ii) manage how documents are distributed and accessed;
- (f) Inventory Management:
 - (i) measure and record inventories of vital supplies and laboratory equipment;
- (g) Quality Control / Quality Assurance:
 - (i) follow regulatory standards that affect the laboratory.

B27.3 Mobile Data Collection:

- (a) Conduct and capture field-based test results with additional audit capability (location, who, when);
- (b) Support the organization and collection of samples in the field;
- (c) Receive dispatched work assignments in the field;
- (d) Access to testing resources/support materials (SOP, Methods, etc);
- (e) Capability of the solution to incorporate mobile platform features and tools (GPS, camera, security, email/calendar, etc) into the data capture process.

B27.4 Reporting & Analytics

- (a) Creation and management of standard (template-based) reports including:
 - (i) Automated and manual production of official documents (certificates, form letters, etc).
 - (ii) Publishing functions for automating distribution of reports and data extracts in a variety of formats (PDF, HTML, XML, XLS, CSV, etc).
- (b) End-user tools for supporting data exploration, trending and statistical analysis:
 - (i) User-definable report creation and sharing within defined work groups;
 - (ii) Adhoc query tools and data visualization features to support trending analysis and data mining;
 - (iii) Security controls to grant/restrict access to specific datasets and elements;
- (c) User-configurable dashboards and scorecards to provide summary-level views of lab key performance indicators and comparison to targets:
 - (i) Incorporate the use of a variety of graphical and tabular visualizations;
 - (ii) Drill-down capability to support further detailed investigation;
- (d) Support for statistical process control (SPC) charting and analysis integrated with lab testing quality control processes;

B27.5 Data Integration

- (a) Support integration with lab testing instruments, devices, and laboratory equipment;
- (b) Support automated importation of laboratory test results/data from external 3rd party laboratory service providers; and
- (c) Facilitate the sharing of laboratory test results/data stored in the LIMS with other enterprise systems.

B28. SUBSTITUTIONS

B28.1 If, following your Submission, you become aware that any Persons identified to participate in this Project will be unable or is likely to be unable to participate on this Project, you must immediately advise the Contract Administrator and indicate your proposed substitute Person. Failure to do so may result in disqualification of your Submission from the RFQ process or, if the City becomes aware of your breach of this provision after the RFP has been issued, from the RFP process.

B29. NON-CONFORMING SUBMISSIONS

B29.1 Notwithstanding B22.1, with the exception of B21.4, if a Proponent's Submission is not strictly in accordance with any provision of this RFQ, the City may, at its option:

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

B29.2 If the non-conformance is an omission, the City may, at its discretion, give the Proponent up to five (5) Business Days to supply the omitted material.

B29.3 If the requested information is not submitted by the time specified in B29.2, the Submission will be determined to be non-responsive.

B30. PROPONENT'S COSTS AND EXPENSES

B30.1 Proponents are solely responsible for their own costs and expenses in preparing and submitting a Qualification Submission and participating in the RFQ, including the provision of any additional information or attendance at meetings.

EVALUATION

B31. EVALUATION CRITERIA

B31.1 Proponents will have their Submissions evaluated in accordance with the criteria and weight factors indicated below:

| EVALUATION CATEGORY | | WEIGHTING (%) |
|---------------------|--------------------------------------------------------------------------|---------------|
| a) | Conformance to Mandatory Requirements or acceptable deviation therefrom. | Pass/Fail |
| b) | Experience of Proponent(s) | 14 |
| | (i) Organization and management structure | 5 |
| | (ii) Number of contracts similar in size and scope | 5 |
| | (iii) References | 4 |

| | | | |
|--------------------|--------------------------------------------------------------------------------|-----------|------------|
| c) | Implementation | | 25 |
| | (i) Team organization, approach, and plan | 10 | |
| | (ii) Team members' experience | 5 | |
| | (iii) Implementation method/approach | 10 | |
| d) | Managed Services | | 16 |
| | (i) Operations and maintenance | 5 | |
| | (ii) Approach for overall system management | 5 | |
| | (iii) Capability for provisioning services, support & maintenance, and hosting | 6 | |
| e) | Product Capability/Fit | | 45 |
| | (i) Laboratory Information Management & Operations | 20 | |
| | (ii) Mobile Data Collection | 5 | |
| | (iii) Reporting & Business Analytics | 10 | |
| | (iv) Data Integration | 10 | |
| TOTAL SCORE | | | 100 |

- B31.2 Further to B31.1a) and B29, the City may reject a Submission as being non-responsive if the Submission is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The City may reject all or any part of any Submission, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.
- B31.3 Further to B24, experience of Proponent shall be evaluated considering the information submitted in reference to the Proponent's organization and plan, project experience and references submitted.
- B31.4 Further to B25, the implementation shall be evaluated considering the information submitted in reference to the Proponent's approach to team formation and references submitted.
- B31.5 Further to B26, managed services shall be evaluated considering the information submitted in reference to the Proponent's willingness to provide managed services and approach and preference for providing services.
- B31.6 Further to B27, the product capability and fit shall be evaluated considering the information submitted in reference to the Proponent's ability and approach to meeting requirements for laboratory information management & operations, mobile data collection, reporting and business analytics, and data integration.
- B31.7 Reference checks to confirm information provided may not be restricted to only those submitted by the Proponent, and may include organizations representing Persons, known to have done business with the Proponent.
- B31.8 The City has full power to conduct an independent verification of information in any Submission received and generally pertaining to the qualifications and experience of the Proponent and any proposed members of its team.
- B31.9 The City may, in its sole discretion, interview any or all Proponents during the evaluation process, to provide clarification or additional information in relation to its Submission.
- B31.10 Further to B31.3 to B31.6 a Submission may be determined to be not qualified if the Submission does not obtain a minimum of 50% of the points for each category.

B32. NO CONTRACT

- B32.1 By submitting a Qualification Submission and participating in the process as outlined in this document, Proponents expressly agree that no contract of any kind is formed under, or arises from this RFQ, and that no legal obligations will arise.
- B32.2 Although it is the intention of the City to establish a short-list of Proponents to participate in the RFP stage of the procurement process, the City reserves the right and the full power to give notice in writing of any change to its Contract Administrator, amend any dates, schedules, limits and Scope of Work and any contract awarded, or to reject any and all Submissions, to launch a new or amended procurement process, or to decide that it will not issue the RFP, without incurring any liability in respect of costs or damages incurred by any Proponent or any member of a private sector team.
- B32.3 Without limiting the generality of the foregoing, the City reserves the right and the full power to amend or cancel this RFQ, the procurement process or the Project at any time.
- B32.4 If the City proceeds to request a more detailed proposal, only to Proponents determined to be qualified under the RFQ process, the City will have no obligation to award a Contract where:
- (a) only one Submission is received; or
 - (b) in the judgment of the City, the interests of the City would best be served by not entering into a Contract.
- B32.5 The City reserves the right to disqualify any Proponent whose Submission, in the opinion of the City, contains false or misleading information.
- B32.6 Following the conclusion of the RFQ process, Proponents will be provided with information related to the evaluation of their Submission upon written request to the Contract Administrator.

ASB Laboratory Informatics Requirements Overview

Introduction

This document presents an overview of the Analytical Services Branch (ASB) laboratory operations and high-level requirements for a new Laboratory Informatics solution. The content of this document is based on information gathered during a recent Laboratory Information Management System (LIMS) needs assessment exercise conducted for the branch.

ASB Organization and Services

The Analytical Services Branch is one of three operational units¹ within the Environmental Standards Division (ESD) of the City of Winnipeg's Water and Waste Department (WWD). The ASB is responsible for providing analytical testing services in support of the business operations of several divisions within the department. The ASB operates two laboratories, both of which are accredited in accordance with the Canadian Association of Laboratory Accreditation (CALA) requirements under ISO 17025:2005 standards.

ASB services include Organic and Inorganic testing related to: routine monitoring of water and wastewater treatment processes; seasonal environmental monitoring of rivers/streams, wastewater collection system and the water supply system; solid waste landfill management; commercial wastewater license monitoring; lab quality control / assurance processes; and special adhoc projects / investigations. Within this scope of responsibility, ASB contracts external 3rd party labs to perform certain tests for which they are not equipped and/or accredited, and to augment their service capacity during times of high volumes of testing.

Business Operational Characteristics

The following table summarizes some of the key characteristics of the ASB laboratory operations.

| | |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ASB Lab Operations | <ul style="list-style-type: none">• 2 physical laboratories:<ul style="list-style-type: none">• Main Lab at the North-End Water Pollution Control Centre (NEWPCC)• Satellite lab at Water Treatment Plant (WTP)• Both lab facilities operate 7 days/week throughout the year• Normal hours of operation are 8:30 am – 4:30 pm. However, a variety of other shifts are assigned to fulfill requirements for daily monitoring of water and wastewater treatment processes• CALA Accredited to ISO 17025:2005 standards• Externally audited every 2 years |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

¹ ESD's other branches are Industrial Waste Services (IWSB) and Compliance Reporting (CRB)

| | |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Internal Clients | <ul style="list-style-type: none"> • ASB analytical testing services are provided to the following “internal clients” of the WWD: Water Services Division (WSD); Wastewater Services Division (WWSD); Solid Waste Division (SWD); Industrial Waste Services Branch (IWSB) , Compliance Reporting Branch (CRB) and Engineering Division (ED). • These organizational boundaries need to be maintained with respect to controlling / providing access to test results. |
| External Clients | <p>ASB also performs testing on behalf of IWSB, for the following <i>External Clients</i></p> <ul style="list-style-type: none"> • Commercial Customers – Monitoring of Hauled and Sewered wastewater • Household Customers – Hauled wastewater <p>Test results and reports for these “customers” are accessible to ASB, IWSB and Compliance Reporting Branch (CRB) staff only. There is no direct access to test results by External Clients.</p> |
| LIMS Users | <p>Approximately 40-60 ESD staff</p> <ul style="list-style-type: none"> • 30-40 primary users who will access the LIMS for extended periods throughout working day (field sampling staff, lab technicians and lab supervisors) • 10-20 occasional users (accessing reports and reviewing data analysis tools). These users are mainly external to ASB (non-lab staff) who require direct access to testing results for analysis, historical trending and/or preparation of reports. |
| Testing Volumes (2013) | <ul style="list-style-type: none"> • Internal Testing: 325,000, performed by ASB for Internal Clients • External Tests: 120,000, performed by contracted external 3rd party labs |

Typical Process for ASB Lab Analysis

From the perspective of the ASB, the typical process of sampling and analysis is generally divided into two (2) functional work streams as depicted in Figure 1.

The “Client” work stream represents the starting and end points of all “analysis work”. Activities involved in this area include the creation of analysis jobs, collection of samples from the client jurisdiction, submission to the lab and subsequent receipt of analysis results. As depicted in Figure 1, the activities represented in this functional area may be performed in whole by the Client (IWS, SW, WS, WWS, Eng) or in cooperation with the ASB Lab Staff.

The “Lab” work stream represents the activities involved in receiving and handling all samples, performing analysis work, notification of progress and distribution of analysis results. For any given test sample, the functions performed in this work stream may be performed by the ASB lab directly and/or in cooperation with an externally contracted lab.

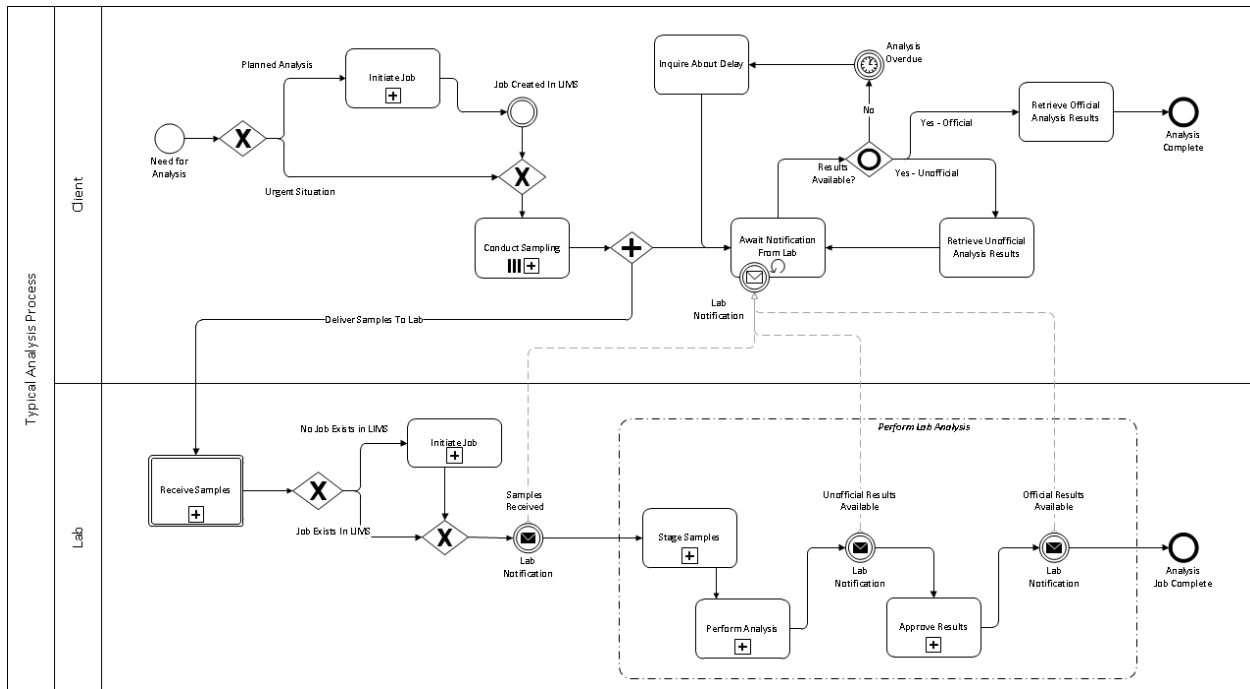


Figure 1 - Typical Sample & Analysis Process

ASB Current State LIMS

Figure 2 provides a logical overview of the current ASB business context. The ASB services several *Internal Clients* and their respective areas of concern – processing facilities, monitoring locations and the like. ASB services are augmented by external 3rd party laboratories, which perform sample analysis for which the ASB is either not equipped and/or accredited. Test results (reports) received from external labs are archived by ASB and/or manually entered into the LIMS, if required for incorporation with ASB test results for reporting.

ASB has been using a custom-developed Lab Information Management System (LIMS) for over 15 years. The LIMS is used exclusively by ESD staff; primarily to support the organization of analysis work, preparation of sample collections and storage of test results. Once reviewed and approved, laboratory test results are distributed to business end-consumers through manual data extracts from the LIMS, saved to spreadsheets and published to network shared drives. Limited reporting capabilities and instrument integration has led to a proliferation of spreadsheets and custom-developed macros to interchange data between the LIMS and external systems / instruments and to report test results to business stakeholders.

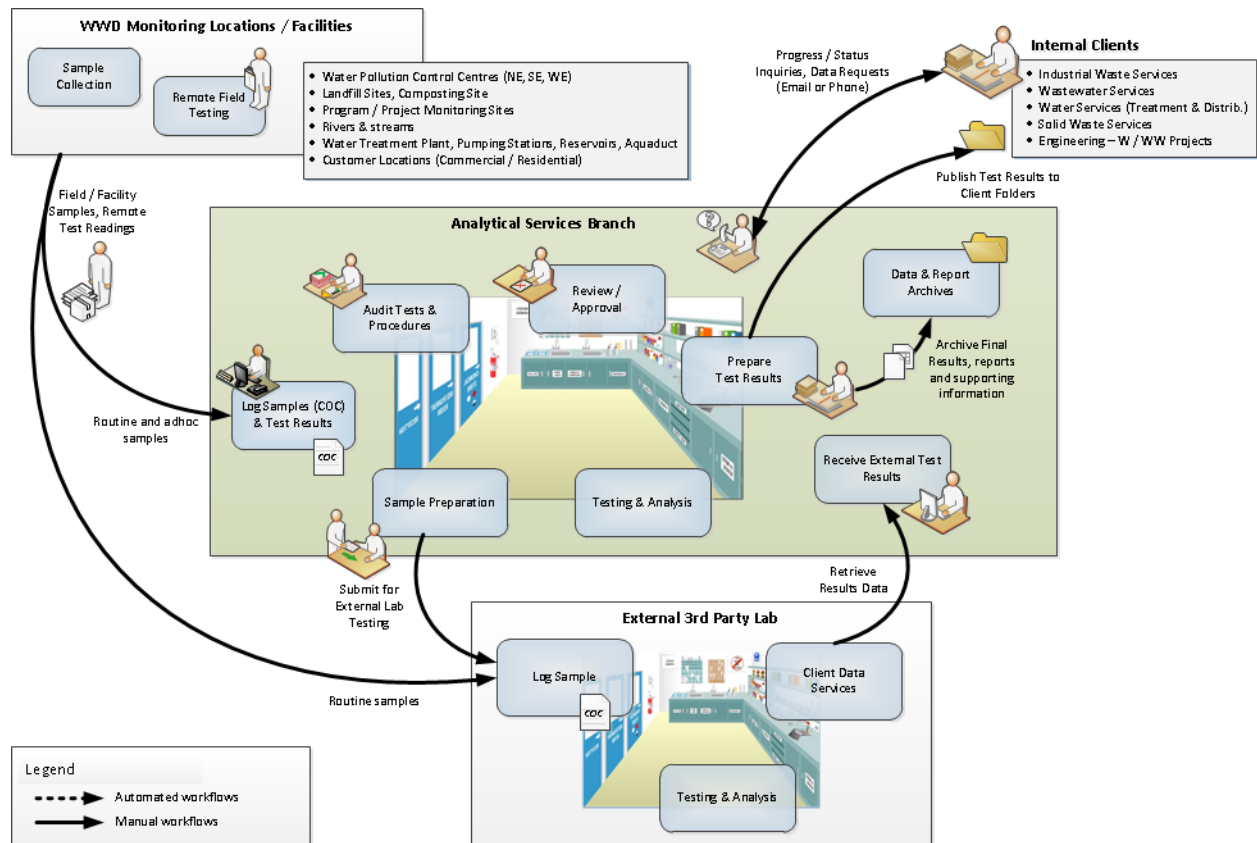


Figure 2 - ASB Current State Business Context

Challenges

The LIMS needs assessment identified a number of issues and operational challenges associated with the existing LIMS and/or processes relate to analytical testing and data dissemination to internal clients. These include:

- Providing timely delivery of “Approved” analysis results
- Time consuming effort to merge ASB and external lab test results
- Duplicate data entry practices
- Manual effort to record and manage lab environment data
- Few end-user reporting functions
- Absent representation of “client” entity in LIMS data model
- Limited / absent support of certain testing data type
- Inadequate security / data access controls
- Difficulties supporting, maintaining the LIMS and enhancing functionality

Target Business State

Considering the aforementioned challenges and short-comings of the existing LIMS and challenges of facing the ASB, interviews were conducted with various LIMS stakeholders within the department. In consultation with ASB, the findings of these interviews resulted in the definition of several key goals for a future LIMS implementation, including:

- Enhancing LIMS functions and services to support improved organizational productivity within the ASB and across partner branches and divisions within WWD;
- Improving secured accessibility to lab information by Internal Clients and support for user-defined analytics and flexible reporting;
- Improving the quality of data collected in field-based tests and sampling activities; and
- Improving data integration capabilities with External 3rd part lab service providers.

Based on these goals, the replacement of the existing LIMS is viewed as a key element to address the collective interests and needs for improving Lab Informatics within the Water & Waste Department.

The implementation of a new LIMS will represent a large undertaking for the ESD and department as a whole, to achieve these goals. This includes the anticipation of some changes to existing business processes; especially those involving interactions across the boundaries of the ASB and the Internal Clients they service. Despite these changes, the future state business context (see Figure 3) remains relatively unchanged with respect to the core lab analysis services provided by the ASB.

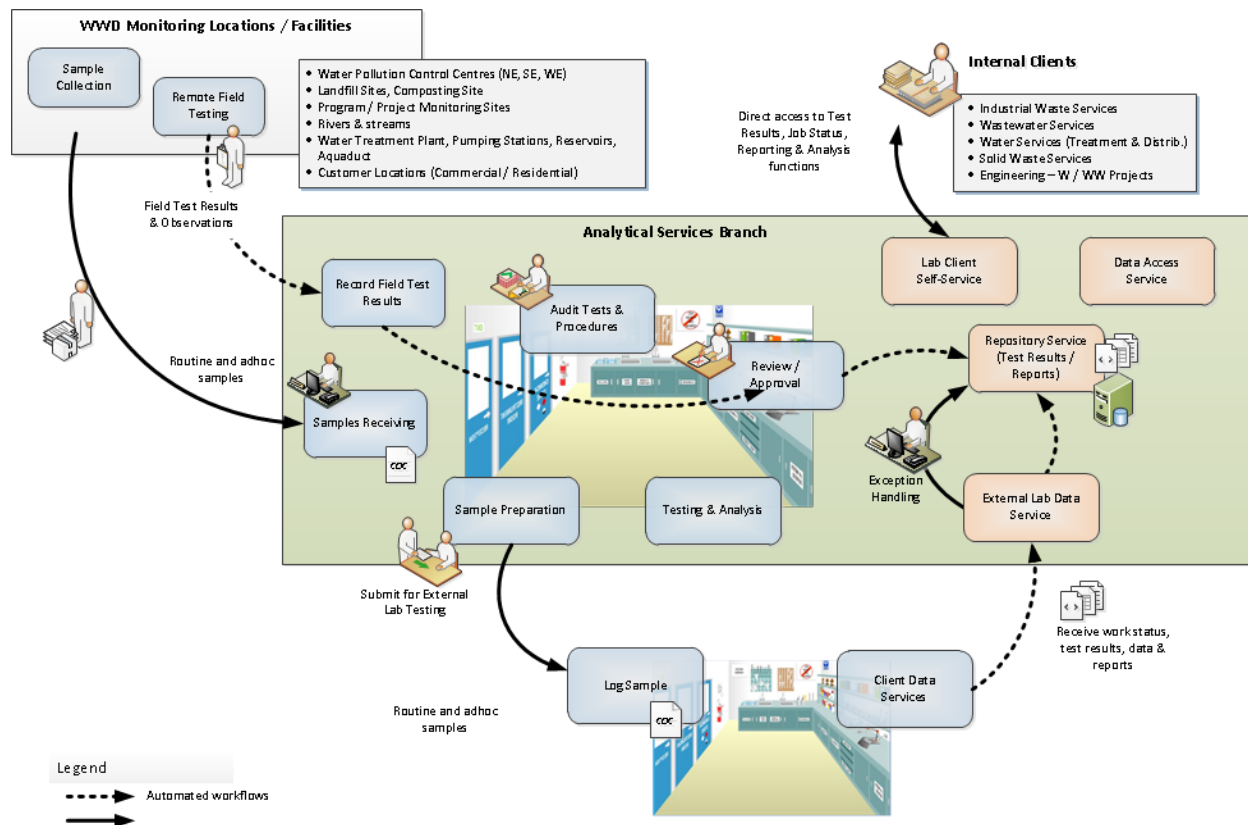


Figure 3 - ASB Target State Business Context

Proposed Logical Solution

Logically speaking, the scope of the **proposed LIMS solution**² is divided into four functional areas that collectively support the objectives and goals of the WWD Lab Informatics stakeholder community. Figure 4 depicts these areas as a cohesive set of logical components (shown in blue) and their relationship with the broader enterprise context. It is worth noting that the logical solution scope represented here is broader than the functionality represented in the current LIMS used by ASB.

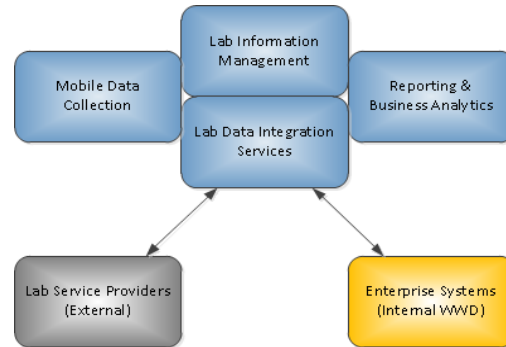


Figure 4 - Proposed LIMS Solution - Logical Components

A summary of each component shown in Figure 4 is contained in the table below.

| | |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Lab Information & Operations Management</p> | <p>This component contains the core functional capabilities to address the cradle-to-grave management of sample analysis in the context of ASB Laboratory Operations. This includes:</p> <ul style="list-style-type: none"> • Sample Scheduling, Intake & Tracking Management • Laboratory Analysis and Instrumentation Integration • Project and Workflow Management • Document Control • Laboratory Resource, Materials and Inventory Management • Quality Control / Quality Assurance |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

² The term “**LIMS Solution**” used in this context should not necessarily be interpreted as a single software package implementation. The components shown in Figure 4 simply represent the logical division of functional capability that may or may not be realized through a collection of IT software products, solutions and/or modules.

| | |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mobile Data Collection | <p>This component contains a set of functions, technology and workflow processes to collectively provide service capabilities to assist staff in the collection and management of field samples and in-situ tests from remote locations. Such services are focused primarily on reducing / eliminating the use of paper-based data collection methods, which in turn deliver the following benefits:</p> <ul style="list-style-type: none"> • Reduction in time required to collect samples and deliver analysis results to the lab and clients; • Improved data quality and integrity by reducing risk of data transcription errors associated with transcription from paper, after the fact; and • Improved support for data security through reduction of paper-based records. |
| Reporting and Business Analytics | <p>Reporting is a key area for improvement in the LIMS solution, as it allows users to gain a clearer picture of data collected and to identify emerging trends within a variety business contexts.</p> <p>Test result data and other information stored within the LIMS solution will be used to feed a broad range of downstream business processes for monitoring, regulatory reporting, quality controls and analysis performed by ESD Staff (Analysts, Supervisors, Management) and their internal clients. This component will include features and tools to deliver:</p> <ul style="list-style-type: none"> • Automated or manual production and distribution of analysis reports, official Certificates of Analysis, Standard Form letters, etc.; • Support of multiple parameter charting and trending functions for data analysis; • Dashboards and scorecards for process monitoring and performance reporting of measurements / comparison to targets; and • Support for end-user created reports and sharing with other business users |
| Data Integration | <p>This component includes a collection technical interfaces and services to facilitate:</p> <ul style="list-style-type: none"> • integration of lab instrumentation and lab environmental control monitors / devices with the LIMS; • the transfer of data to/from the LIMS and other internal WWD systems; • the automated importation of lab test results from external 3rd party lab service providers; and • the importation of remotely collected field test information. |
| Lab Service Providers (External) | <p>This component generally represents External 3rd Party Laboratories which will interchange test results with the ASB.</p> |
| Enterprise Systems (Internal WWD) | <p>This component generally represents internal WWD systems, which may need to exchange data and/or information with the LIMS solution.</p> |