THE CITY OF WINNIPEG

REQUEST FOR PROPOSAL

RFP NO. 477-2017

ENVIRONMENTAL MONITORING SOLUTION

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PART B - BIDDING PROCEDURES

B1.   CONTRACT TITLE

B1.1   ENVIRONMENTAL MONITORING SOLUTION

B2.   SUBMISSION DEADLINE

B2.1   The Submission Deadline is 12:00 noon Winnipeg time, September 26, 2017.

B2.2   Proposals determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned upon request.

B2.3   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 B2.1.

B3.   ENQUIRIES

B3.1   All enquiries shall be directed to the Contract Administrator identified in D7.1.

B3.2   If the Proponent finds errors, discrepancies or omissions in the Request for Proposal, 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.

B3.3   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.

B3.4   Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator to all Proponents by issuing an addendum.

B3.5   Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator only to the Proponent who made the enquiry.

B3.6   All correspondence or contact by Proponents with the City in respect of this RFP must be directly and only with the Contract Administrator. Failure to restrict correspondence and contact to the Contract Administrator may result in the rejection of the Proponents Proposal Submission.

B3.7   The Proponent shall not be entitled to rely on any response or interpretation received pursuant to B3 unless that response or interpretation is provided by the Contract Administrator in writing.

B4.   CONFIDENTIALITY

B4.1   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 Contract Administrator. The use and disclosure of the confidential information shall not apply to information which:

(a)   was known to the Proponent before receipt hereof; or

(b)   becomes publicly known other than through the Proponent; or

(c)   is disclosed pursuant to the requirements of a governmental authority or judicial order.

B4.2   The Proponent shall not make any statement of fact or opinion regarding any aspect of the Bid Opportunity to the media or any member of the public without the prior written authorization of the Contract Administrator.

B5. ADDENDA

B5.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the Request for Proposal, or clarifying the meaning or intent of any provision therein.

B5.2 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.

B5.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Division website at http://www.winnipeg.ca/matmgt/bidopp.asp

B5.2.2 The Proponent is responsible for ensuring that he/she has received all addenda and is advised to check the Materials Management Division website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.

B5.3 The Proponent shall acknowledge receipt of each addendum in Paragraph 9 of Form A: Proposal. Failure to acknowledge receipt of an addendum may render a Proposal non-responsive.

B6. SUBSTITUTES

B6.1 The Work is based on the Plant, Materials and methods specified in the Request for Proposal.

B6.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.

B6.3 Requests for approval of a substitute will not be considered unless received in writing by the Contract Administrator at least five (5) Business Days prior to the Submission Deadline.

B6.4 The Proponent shall ensure that any and all requests for approval of a substitute:

(a) provide sufficient information and details to enable the Contract Administrator to determine the acceptability of the Plant, Material or method as either an approved equal or alternative;

(b) identify any and all changes required in the applicable Work, and all changes to any other Work, which would become necessary to accommodate the substitute;

(c) identify any anticipated cost or time savings that may be associated with the substitute;

(d) certify that, in the case of a request for approval as an approved equal, the substitute will fully perform the functions called for by the general design, be of equal or superior substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract;

(e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract.

B6.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his/her sole discretion grant approval for the use of a substitute as an "approved equal" or as an "approved alternative", or may refuse to grant approval of the substitute.

B6.6 The Contract Administrator will provide a response in writing, at least two (2) Business Days prior to the Submission Deadline, to the Proponent who requested approval of the substitute.

B6.6.1 The Contract Administrator will issue an Addendum, disclosing the approved materials, equipment, methods and products to all potential Proponents. The Proponent requesting

and obtaining the approval of a substitute shall be responsible for disseminating information regarding the approval to any person or persons he/she wishes to inform.

B6.7   If the Contract Administrator approves a substitute as an "approved equal", any Proponent may use the approved equal in place of the specified item.

B6.8   If the Contract Administrator approves a substitute as an "approved alternative", any Proponent bidding that approved alternative may base his/her Total Bid Price upon the specified item but may also indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B24.

B6.9   No later claim by the Contractor for an addition to the Total Bid Price because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.

B7.   PROPOSAL SUBMISSION

B7.1   The Proposal shall consist of the following components:
   (a)   Form A: Proposal;
   (b)   Form B: Prices; and
   (c)   Form N: Mandatory Requirements.

B7.2   The Proposal should also consist of the following components:
   (a)   Form N: Experience of Proponent;
   (b)   Form N: Implementation;
   (c)   Form N: Training and Support;
   (d)   Form N: Legacy Data Access;
   (e)   Form N: Business Requirements; and
   (f)   Form N: Technical and Non-Functional Requirements.

B7.3   Further to B7.1 all components of the Proposal shall be fully completed or provided in the order indicated, and submitted by the Proponent no later than the Submission Deadline, with all required entries made clearly and completely, to constitute a responsive Proposal.

B7.4   Further to B7.2, all components of the Proposal should be fully completed or provided in the order indicated, and submitted by the Proponent no later than the Submission Deadline, with all required entries made clearly and completely.

B7.5   Proponents should submit one (1) unbound original (marked "original") and six (6) copies plus one (1) copy in an MSOffice compatible electronic format on a standard CD or USB flash drive. If there is any discrepancy between the electronic version and the original hard copy, the original hard copy shall take precedence.

B7.6   Proposal format, including type of binding, number of pages, size of pages and, font, etc., will not be regulated, except that the Proposal should contain a table of contents, page numbering and should be in the Sections identified above. Proponents are encouraged to use their creativity to submit a Proposal which provides the requested information for evaluation and other information which illustrates the strength of their team.

B7.7   Proponents are advised that inclusion of terms and conditions inconsistent with the Request for Proposal, will be evaluated in accordance with B24.1(a).

B7.8   The Proposal shall be submitted enclosed and sealed in an envelope/package clearly marked with the RFP number and the Proponent's name and address.

B7.9   Proposals submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.

B7.10   Proposals shall be submitted to:

The City of Winnipeg
Corporate Finance Department
Materials Management Division
185 King Street, Main Floor
Winnipeg MB R3B 1J1

B7.11   Any cost or expense incurred by the Proponent that is associated with the preparation of the Proposal shall be borne solely by the Proponent.

B8.   PROPOSAL

B8.1   The Proponent shall complete Form A: Proposal, making all required entries.

B8.2   Paragraph 2 of Form A: Proposal 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.

B8.2.1   If a Proposal is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B8.2.

B8.3   In Paragraph 3 of Form A: Proposal, the Proponent shall identify a contact person who is authorized to represent the Proponent for purposes of the Proposal.

B8.4   Paragraph 11 of Form A: Proposal shall be signed in accordance with the following requirements:

(a)   if the Proponent is a sole proprietor carrying on 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.

B8.4.1   The name and official capacity of all individuals signing Form A: Proposal should be printed below such signatures.

B8.5   If a Proposal 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 Proposal and the Contract, when awarded, shall be both joint and several.

B9.   PRICES

B9.1   The Proponent shall state a price in Canadian funds for each item of the Work identified on Form B: Prices.

B9.1.1   Notwithstanding C10.1.3, prices on Form B: Prices shall not include the Goods and Services Tax (GST) or Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable.

B9.2   The quantities listed on Form B: Prices are to be considered approximate only. The City will use said quantities for the purpose of comparing Proposals.

B9.3   The quantities for which payment will be made to the Contractor are to be determined by the Work actually performed and completed by the Contractor, to be measured as specified in the applicable Specifications.

B9.4   Payments to Non-Resident Contractors are subject to Non-Resident Withholding Tax pursuant to the Income Tax Act (Canada).

B10.   FORM N: MANDATORY REQUIREMENTS

B10.1   Proponent should complete and submit Form N: Mandatory Requirements. The solution must meet the requirements listed in E4.

THE RESPONSES TO THE REQUIREMENTS LISTED IN B11, B12, B13, B14, B15 and B16 ARE TO BE SUBMITTED ON FORM N: REQUIREMENTS AND SPECIFICATIONS

B11.   EXPERIENCE OF PROPONENT

B11.1   The Proponent should submit information in sufficient detail for the City to evaluate the qualifications of the Proponent by providing the items listed below.

(a)   Brief overview of your organization, company history, management structure, professional services offered, markets serviced and customer base.

(b)   Three (3) references for recent projects similar in complexity, size and scope. Each reference should consist of a company name, contact name, email address, phone number, and a brief description of the project. At least one reference should be for the supply and implementation of an industrial waste management system, similar to that proposed in this RFP.

B12.   IMPLEMENTATION

B12.1   The Proponent should describe the project management approach and team organization during the performance of Services, so that the evaluation committee has a clear understanding of the methods the Proponent will use in the delivery of this Project. Provide a detailed project plan representative of activities, effort and duration. Indicate expectations for skills, roles, and responsibilities for City of Winnipeg and Proponent resources. Include planning for testing and go-live approach. Methodology should be presented in accordance with the Scope of Work identified in D4.

(a)   Project Plan: provide details of the project team, project team qualifications, timeline/schedule including duration and effort, project assumptions and constraints, expected deliverables and milestones for each phase, a description of the risk management procedures and approach, a description of the issue management procedures and approach, and a description of the change management procedures and approach. A Payment Schedule, as identified in D18, should be included as part of this response.

(b)   Effort and Staff Skills: provide details of the specific City of Winnipeg staff (roles and capabilities) required throughout the project and dedicated project allocation for each of the following project phases: defining the project plan, installation, design and specification, solution configuration, data migration, testing, go-live and end user training.

(c)   Testing: provide information about your overall approach to testing and validating the solution. Include all relevant testing phases such as system testing, integration testing, User Acceptance Testing (UAT), performance/load testing, etc.

(d)   Go-Live Approach: describe the recommended strategy to transition the affected business units from their legacy operations to your proposed solutions. Describe any

recommendations for go-live support including onsite resources, duration, roles and responsibilities for City of Winnipeg staff, final cut-over, rollback strategy, etc.

B13. TRAINING AND SUPPORT

B13.1   The Proponent should describe the training methodology and approach, including all relevant information regarding knowledge transfer to City of Winnipeg staff. Ensure the response aligns with the training prices in Form B. The explanation should address the following details and any additional information that may be pertinent to the COW.

(a)   Approach: describe the proposed schedule, participants, and curriculum and include any prerequisite knowledge required of each of the user types: Configuration & Administration and Operational (end users). Specify logistical requirements for on-site training e.g. classroom, white board, internet access, etc. Note that the City will provide computers and other necessary equipment.

(b)   Support Manuals: provide a listing of all support materials (end-user, administrator, and installation) that will be included with your proposed solution and delivery mechanism or format (printed, electronic, web, video, etc.).

B14. LEGACY DATA ACCESS

B14.1   The solution should be able to access at least five years of historical data currently managed for the five IWS programs. The objective of this requirement is to provide a smooth transition from existing systems and processes to the new solution and facilitate long term data analysis and trending. Describe how data from the existing source systems will be accessed in order to accomplish this requirement with reference to the components listed below.

(a)   Approach: Provide your approach to making historical data currently stored in legacy systems (See appendix) available in your proposed solution. You should include description of activities required to analyze design, implement, test and validate and implementation. Describe success factors for achieving our data access goals and any constraints, limitations, or risks related to this task.

(b)   Resources: Describe roles and responsibilities of Proponent and City of Winnipeg staff who will participate in the data conversion.

B15. BUSINESS REQUIREMENTS

B15.1   Proponent should complete and submit Form N: Business Requirements. The solution should meet the requirements listed in E5.

B16. TECHNICAL AND NON-FUNCTIONAL REQUIREMENTS

B16.1   Proponent should complete and submit Form N: Technical and Non-Functional Requirements. The solution should meet the requirements listed in E6.

B17. DISCLOSURE

B17.1   Various Persons provided information or services with respect to this Work. In the City's opinion, this relationship or association does not create a conflict of interest because of this full disclosure.

B17.2   The Persons are:

(a)   BasicGov Systems, Inc.

(b)   enfoTech & Consulting Inc.

(c)   Linko Technology Inc.

(d)   NJBSoft, LCC

B18.   QUALIFICATION

B18.1   The Proponent shall:

(a)   undertake 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 Proponent does not carry on business in Manitoba, in the jurisdiction where the Proponent does carry on business; and

(b)   be financially capable of carrying out the terms of the Contract; and

(c)   have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract.

B18.2   The Proponent and any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:

(a)   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

B18.3   The Proponent and/or any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:

(a)   have successfully carried out work similar in nature, scope and value to the Work; and

(b)   be fully capable of performing the Work required to be in strict accordance with the terms and provisions of the Contract; and

(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 , provide the Security Clearances in accordance with PART F - .

B18.4   The Proponent shall submit, within three (3) Business Days of a request by the Contract nistrator, proof satisfactory to the Contract Administrator of the qualifications of the Proponent and of any proposed Subcontractor.

B18.5   The Proponent shall provide, on the request of the Contract Administrator, full access to any of the Proponent's equipment and facilities to confirm, to the Contract Administrator's satisfaction, that the Proponent's equipment and facilities are adequate to perform the Work.

B19.   OPENING OF PROPOSALS AND RELEASE OF INFORMATION

B19.1   Proposals will not be opened publicly.

B19.2   After award of Contract, the names of the Proponents and the Contract amount of the successful Proponent will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Division website at http://www.winnipeg.ca/matmgt/

B19.3   The Proponent is advised that any information contained in any Proposal Submission may be released if required by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law or by City policy or procedures (which may include access by members of City Council).

B19.4   Following the award of Contract, a Proponent will be provided with information related to the evaluation of his/her submission upon written request to the Contract Administrator.

B20.   IRREVOCABLE OFFER

B20.1   The Proposal(s) submitted by the Proponent shall be irrevocable for the time period specified in Paragraph 10 of Form A: Proposal.

B20.2   The acceptance by the City of any Proposal shall not release the Proposals of the other responsive Proponents and these Proponents shall be bound by their offers on such Work until a Contract for the Work has been duly executed and the performance security furnished as herein provided, but any offer shall be deemed to have lapsed unless accepted within the time period specified in Paragraph 10 of Form A: Proposal.

B21.   WITHDRAWAL OF OFFERS

B21.1   A Proponent may withdraw his/her Proposal without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.

B21.1.1   Notwithstanding C21.6, the time and date of receipt of any notice withdrawing a Proposal shall be the time and date of receipt as determined by the Manager of Materials.

B21.1.2   The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Proposal or the Proponent's authorized representatives named in Paragraph 11 of Form A: Proposal, and only such person, has authority to give notice of withdrawal.

B21.1.3   If a Proponent gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials will:

(a)   retain the Proposal until after the Submission Deadline has elapsed;

(b)   open the Proposal to identify the contact person named in Paragraph 3 of Form A: Proposal and the Proponent's authorized representatives named in Paragraph 11 of Form A: Proposal; and

(c)   if the notice has been given by any one of the persons specified in B21.1.3(b), declare the Proposal withdrawn.

B21.2   A Proponent who withdraws his/her Proposal after the Submission Deadline but before his/her offer has been released or has lapsed as provided for in B20.2 shall be liable for such damages as are imposed upon the Proponent by law and subject to such sanctions as the Chief Administrative Officer considers appropriate in the circumstances. The City, in such event, shall be entitled to all rights and remedies available to it at law.

B22.   INTERVIEWS

B22.1   The Contract Administrator may, in his/her sole discretion, interview Proponents during the evaluation process.

B22.2   The Contract Administrator may, in his/her sole discretion, ask Proponents to provide product demonstrations to given scenarios.

B23.   NEGOTIATIONS

B23.1   The City reserves the right to negotiate details of the Contract with any Proponent. Proponents are advised to present their best offer, not a starting point for negotiations in their Proposal Submission.

B23.2   The City may negotiate with the Proponents submitting, in the City's opinion, the most advantageous Proposals. The City may enter into negotiations with one or more Proponents without being obligated to offer the same opportunity to any other Proponents. Negotiations may be concurrent and will involve each Proponent individually. The City shall incur no liability to any Proponent as a result of such negotiations.

B23.3   If, in the course of negotiations pursuant to B23.2 or otherwise, the Proponent amends or modifies a Proposal after the Submission Deadline, the City may consider the amended Proposal as an alternative to the Proposal already submitted without releasing the Proponent from the Proposal as originally submitted.

B24.   EVALUATION OF PROPOSALS

B24.1   Award of the Contract shall be based on the following evaluation criteria:

(a)   compliance by the Proponent with the requirements of the Request for Proposal or acceptable deviation therefrom: (pass/fail)

(b)   qualifications of the Proponent and the Subcontractors, if any, pursuant to B18:
                                                                                    (pass/fail)

(c)   Form N: Mandatory Requirements   (pass/fail)

(d)   Total Bid Price;   40%

(e)   Form N (Requirements and Specifications)   60%

B24.2   Further to B24.1(a) and B24.1(c), the Award Authority may reject a Proposal as being non-responsive if the Proposal is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The Award Authority may reject all or any part of any Proposal, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.

B24.3   Further to B24.1(b), the Award Authority shall reject any Proposal submitted by a Proponent who does not demonstrate, in his/her Proposal or in other information required to be submitted, that he/she is responsible and qualified.

B24.4   Further to B24.1(a), the Total Bid Price shall be the sum of the quantities multiplied by the unit prices for each item shown on Form B: Prices.

B24.4.1   Optional Unit Prices are for information purposes only and will not be evaluated.

B24.5   Further to B24.1(e), Form N: Requirements and Specifications shall be evaluated considering he information submitted in response to B11, B12, B13, B14, B15 and B16.

B24.6   This Contract will be awarded as a whole.

B24.7   If, in the sole opinion of the City, a Proposal does not achieve a pass rating for B24.1(a) and B24.1(b), the Proposal will be determined to be non-responsive and will not be further evaluated.

B24.8   Proposals will be evaluated considering the information in the Proposal Submission and any interviews held in accordance with B22.

B25.   AWARD OF CONTRACT

B25.1   The City will give notice of the award of the Contract, or will give notice that no award will be made.

B25.2   The City will have no obligation to award a Contract to a Proponent, even though one or all of the Proponents are determined to be responsible and qualified, and the Proposals are determined to be responsive.

B25.2.1   Without limiting the generality of B25.2, the City will have no obligation to award a Contract where:

(a)   the prices exceed the available City funds for the Work;

(b)   the prices are materially in excess of the prices received for similar work in the past;

     (c)   the prices are materially in excess of the City's cost to perform the Work, or a significant portion thereof, with its own forces;

     (d)   only one Proposal is received; or

     (e)   in the judgment of the Award Authority, the interests of the City would best be served by not awarding a Contract.

B25.3   Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Proponent submitting the most advantageous offer.

B25.3.1   Following the award of contract, a Proponent will be provided with information related to the evaluation of his/her Proposal upon written request to the Contract Administrator.

B25.4   Notwithstanding C4 and Paragraph 6 of Form A; Proposal, the City may issue a purchase order to the successful Proponent in lieu of the execution of a Contract.

B25.5   The Contract Documents, as defined in C1.1(n)(ii), in their entirety shall be deemed to be incorporated in and to form a part of the purchase order notwithstanding that they are not necessarily attached to or accompany said purchase order.

PART C - GENERAL CONDITIONS

C0.   GENERAL CONDITIONS

C0.1   The *General Conditions for the Combined Provision of Goods and Services* (2017-02-17) are applicable to the Work of the Contract.

C0.1.1   The *General Conditions for the Combined Provision of Goods and Services* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at http://www.winnipeg.ca/matmgt/gen_cond.stm

C0.2   A reference in the Bid Opportunity to a section, clause or subclause with the prefix "**C**" designates a section, clause or subclause in the *General Conditions for the Combined Provision of Goods and Services*.

PART D - SUPPLEMENTAL CONDITIONS

GENERAL

D1.   GENERAL CONDITIONS

D1.1   In addition to the *General Conditions for the Combined Provision of Goods and Services*, these Supplemental Conditions are applicable to the Work of the Contract.

D2.   BACKGROUND

D2.1   The City of Winnipeg Water and Waste Department (WWD) serves the citizens of Winnipeg by protecting public health and the environment by providing quality water, wastewater, land drainage, flood protection, and garbage and recycling services, in a responsive, cost-effective and efficient manner.

D2.2   The WWD is divided into nine business divisions, of which the Environmental Standards Division (ESD) is responsible for regulatory compliance, reporting, by-law programs, analytical services, quality management, emergency response, planning, and security governance.

D2.3   The ESD is located at the North End Water Pollution Control Centre (NEWPCC) at 2230 Main Street and has staff equivalent to approximately 60 FTEs.

D2.4   The Industrial Waste Services Branch (IWSB) of the ESD is responsible for various monitoring enforcement programs under the sewer by-law, and has staff equivalent to 14 FTEs. Standard branch hours are 8:30am – 4:30pm Central, Monday to Friday, with the exception of statutory holidays. They are the primary business stakeholder in this RFP.

D2.5   The Information Systems and Technology (IST) Division is an additional division of the WWD, responsible for planning, developing and supporting the computerized information systems and information technology and maintaining all of the Department's hardware and software.

D2.6   The Analytical Services Branch (ASB) of the ESD operates a laboratory for analytical testing in support of environmental monitoring and compliance reporting, and has staff equivalent to 40 FTEs. All analysis performed by the ASB is generally stored in their existing Laboratory Information Management System (LIMS); this system is in the process of being replaced by a new LIMS system. IWSB relies heavily on analytical data from LIMS, and must be able to import data for their processes.

D2.7   The Compliance Reporting Branch (CRB) of the ESD is responsible for the collection of data from various WWD divisions, compilation of information and preparation of regulatory reports for distribution to provincial and federal regulators in accordance with Environmental Act and Operating Licenses requirements. This branch has staff equivalent to 7 FTEs. As an end-consumer of information from IWSB, they will need to be involved to provide requirements for data sharing, access controls, auditability and reporting.

D2.8   The IWSB is responsible for administering five programs:

(a)   Hauled Wastewater Program;

(b)   Sewered Overstrength Program;

(c)   Pollution Prevention Program;

(d)   Grease Trap Program;

(e)   Special Waste Program.

D2.9   The Hauled Wastewater Program provides a service where wastehaulers can bring in liquid wastewater to be treated at the water pollution control centre NEWPCC. IWSB uses the Waste Hauler Manifest System (WHMS) to track and report on both wastehaulers and waste generators. Under the Sewer By-Law of 2010, IWSB provides licenses to wastewater hauling

businesses to enforce certain conditions that mitigate the risks of untreated wastewater going to rivers and streams. Refer to Appendix A for key operational metrics.

D2.10   The Sewered Overstrength Program monitors waste being disposed of via sewers on commercial sites. The primary activities of the program are inspecting sites and sampling wastewater to determine if any analytes fall under Schedule A (analytes not allowed) or Schedule B (analytes that are allowed within specified limits and analytes that are surchargeable if over-limit). Charges and customer reports are generated each month for Industries who produce wastewater with surchargeable analytes that are over the allowed concentration. Refer to Appendix A for key operational metrics.

D2.11   The Pollution Prevention Program works with industries to reduce the amount and strength of industrial waste produced by City Council specified industry tiers, based on the North American Industry Classification System (NAICS) coding standard. The primary activities of the program are reviewing and approving industry-submitted Pollution Prevention Plans, inspecting/evaluating Industry sites for inclusion in the program, verifying Pollution Prevention Plan implementations/site improvements, and sampling activities. Refer to Appendix A for key operational metrics.

D2.12   The Grease Trap Program enforces grease trap presence and maintenance in Food Service Establishments, based on the Sewer By-Law.   The primary activities of the program are monitoring Food Service Establishment Grease Traps, performing inspections, and issuing enforcement documents. Refer to Appendix A for key operational metrics.

D2.13   The Special Waste Program responds to situations where liquid waste requires disposal in the City of Winnipeg sewer and land drainage systems. Refer to Appendix A for key operational metrics.

D2.14   IWSB staff use multiple MS Access Databases to manage their programs. Environmental regulations have become more important over time, and IWSB has added and grown their programs, building custom databases along the way. The lack of integration between these databases results in staff entering the same information multiple times. This process is labour intensive and prone to errors.

D2.15   The purpose of this RFP is to procure commercial off-the-shelf (COTS) software and professional services to implement an Environmental Monitoring System (EMS) for IWSB.

D3.   PROJECT OBJECTIVES

D3.1   The purpose of the project to which this RFP applies is to procure and implement an Environmental Monitoring System (EMS) comprised of a set of tools which allows IWSB to:

(a)   Administer the programs specified in D2.8 and the collection, analysis and reporting of operational process data;

(b)   Support timely informed decision making.

D3.2   Through the implementation of an EMS, complemented with the necessary business process alignment and training, the business anticipates the following business concerns/risks to be addressed:

(a)   Program data is not centralized, multiple versions of customers exist across the various data storage locations;

(b)   Lack of accurate billing for loads;

(c)   Time and effort to reconcile paper load tickets for the Hauled Wastewater program;

(d)   Extensive use of manual processes across all programs, to store and access any information;

(e)   End-users have difficulty finding information required to perform their work;

     (f)   Replicate data entry, as information gathered in the field is entered into systems after returning to the site;

     (g)   Multiple financial processes, multiple systems/approaches used to bill/charge for the programs;

     (h)   Difficult wastehauler management, no simple way to track changes to wastehauler information over time;

     (i)   Difficulty to implement new required processes and changes to the existing systems;

     (j)   Paper-based data acquisition and duplicate data entry practices lead to isolated and untapped data.

D3.3   Through the implementation of an EMS, complemented with the necessary business process alignment and training, the business anticipates the following business benefits:

     (a)   Provide an integrated and unified solution to manage all IWS programs;

     (b)   Improve IWS's ability to accurately enforce the Sewer by-law 92-2010;

     (c)   Establish a single source of record for all IWS programs and generator information;

     (d)   Establish a framework to extend the existing WHMS functionalities to include management of other Industrial Waste Services Branch customers;

     (e)   Solution that will accurately and efficiently provide the administration of licensing and inspection, customer management, reporting and billing enquires;

     (f)   Eliminate paper wastehauler load tickets;

     (g)   Wastehauler load ticket information accurately recorded through the use of a mobile application that enforces business rules and content validation.

D3.4   The solution should seamlessly integrate with LIMS and F&A processes / systems.

D4.   SCOPE OF WORK

D4.1   The Work to be done under the Contract shall consist of the supply and implementation of an EMS for IWSB, for the period from the award of contract until the expiry of the awarded maintenance period with the option of five (5) mutually agreed upon one (1) year extensions for maintenance and support.

D4.2   The major components of the Work are as follows:

     (a)   Supply a solution composed of one or more Commercial-Off-The-Shelf (COTS) products and usage licenses including software licensing for end-user and reporting licenses;

     (b)   Professional Services for software configuration and implementation including activities and work products to address gathering of detailed requirements, development of solution architecture, technical design and specifications, report development, data conversion, installation, testing, project management;

     (c)   Product and Configuration documentation;

     (d)   Product and End-user Training and Support; and

     (e)   Legacy Data Access.

D4.3   The Work shall be done on an "as required" basis during the term of the Contract.

D4.3.1   The type and quantity of Work to be performed under this Contract shall be as authorized from time to time by the Contract Administrator and/or Users.

D4.3.2   Subject to C7.2, the City shall have no obligation under the Contract to purchase any quantity of any item in excess of its actual operational requirements.

D5.   COOPERATIVE PURCHASE

D5.1   The Contractor is advised that this is a cooperative purchase.

D5.2   The Contract Administrator may, from time to time during the term of the Contract, approve other public sector organizations and utilities, including but not limited to municipalities, universities, schools and hospitals, to be participants in the cooperative purchase.

D5.3   The Contract Administrator will notify the Contractor of a potential participant and provide a list of the delivery locations, and estimated quantities.

D5.4   If any location of the potential participant is more than ten (10) kilometres beyond the boundaries of The City of Winnipeg, the Contractor shall, within fifteen (15) Calendar Days of the written notice, notify the Contract Administrator of the amount of any additional delivery charge for the location.

D5.5   If any additional delivery charges are identified by the Contractor, the potential participant may accept or decline to participate in the cooperative purchase.

D5.6   The Contractor shall enter into a contract with each participant under the same terms and conditions as this Contract except:

(a)   supply under the contract shall not commence until the expiry or lawful termination of any other contract(s) binding the participant for the same services;

(b)   a participant may specify a duration of Contract shorter than the duration of this Contract;

(c)   a participant may specify that only some items under this Contract and/or less than its total requirement for an item are to be supplied under its contract; and

(d)   any additional delivery charge identified and accepted in accordance with clause D5.4 and D5.5 will apply.

D5.7   Each participant will be responsible for the administration of its contract and the fulfillment of its obligations under its contract. The City shall not incur any liability arising from any such contract.

D5.8   No participant shall have the right or authority to effect a change in the contract, or of any other Participant in this Contract.

D6.   DEFINITIONS

D6.1   When used in this Request for Proposal:

(a)   "**AMANDA**" refers to an internal City of Winnipeg permitting system;

(b)   "**ASB**" means Analytical Services Branch";

(c)   "**AP**" means accounts payable;

(d)   "**AR**" means accounts receivable;

(e)   "**BOMA**" means Building Owners and Managers Association;

(f)   "**CCB**" means Customer Care & Billing;

(g)   "**City**" means the municipal corporation of the City of Winnipeg;

(h)   "**COA**" means certificate of analysis;

(i)   "**CON**" means Common Offense Notice;

(j)   "**COTS**" means Commercial-Off-The-Shelf system. This is a technology system that is developed by a dedicated software vendor and is publicly available for purchase;

(k)   "**COW**" means the City of Winnipeg;

(l)   "**CRB**" means Compliance Reporting Branch, a subset of the division of the Environmental Standards Division;

(m) "**EMS**" means Environmental Monitoring System;

(n) "**ESD**" means Environmental Standards Division, a division of the Water and Waste Department;

(o) "**FOG**" means fat, oil, grease;

(p) "**F&A**" means finance and accounting;

(q) "**GL**" means general ledger;

(r) "**Grease Trap Inspection (database)**" refers to the internal City of Winnipeg Grease Trap Program database, hosted in Microsoft Access;

(s) "**IWS**" means industrial waste services;

(t) "**IWSB**" means Industrial Waste Services Branch, a subset of the division of the Environmental Standards Division;

(u) "**iView**" refers to an internal City of Winnipeg System;

(v) "**Lagan 311**" refers to the City of Winnipeg 311 system;

(w) "**LDS**" refers to land drainage system;

(x) "**Leachate**" refers to the liquid that drains or leaches from a landfill.

(y) "**LEL**" means lower explosive limit;

(z) "**LIMS**" means Laboratory Information Management System;

(aa) "**MB Online**" refers to an external subscription-based system for determining registered business owner;

(bb) "**MSDS**" means material safety data sheet;

(cc) "**NAICS**" means North American Industry Classification System;

(dd) "**NEWPCC**" means North End Water Pollution Control Centre;

(ee) "**Notice**" means Notice of By-law Violation;

(ff) "**Overstrength Monitoring (database)**" refers to the internal City of Winnipeg Overstrength Program (Microsoft Access) database Access database;

(gg) "**Orders**" means Order to Correct By-law Violation;

(hh) "**PCS**" means Process Control System;

(ii) "**PIN**" means personal identification number;

(jj) "**Pollution Prevention (database)**" refers to the internal City of Winnipeg Grease Trap Program Access database;

(kk) "**Proponent**" means any Person or Persons submitting a Proposal for Goods and Services;

(ll) "**Report**" means information produced from the EMS solution, usually in the form or standardized or customized templates. Reports are usually preconfigured or can be easily customized and are available in a variety of formats, including but not limited to; PDF, RTF, XML, XLS, CSV, HTML, TXT, etc.;

(mm) "**RFID**" means radio-frequency identification;

(nn) "**SCADA**" means Supervisory Control and Data Acquisition;

(oo) "**Source control**" refers to pollution prevention activities aimed at reducing the amount of contaminants that industries and households discharge into the City's sanitary sewer and LDS;

(pp) "**Third Party Software**" means software or plug-ins developed by other companies that may be required as part of the overall solution;

(qq) "**Usability**" means the capability of the software to be understood, learned, use and attractive to the user;

(rr) "**Wastewater**" means any water that has been adversely affected in quality by environmental pollution and pollutants originating from human activity. Municipal

wastewater is usually conveyed in a combined sewer or sanitary sewer, and treated at a wastewater treatment plant;

(ss) "**Wastewater Hauler Manifest System (WHMS)**" refers to the internal City of Winnipeg Liquid Wastehauler Program Access database;

(tt) "**WWD**" means Water and Waste Department;

D7.   CONTRACT ADMINISTRATOR

D7.1   The Contract Administrator is:

Quyen Nguyen
Supervisor of Business Systems Analysis

Telephone No.   204 986 8657
Email Address: qnguyen@winnipeg.ca

D7.2   Before commencement of Work, Quyen Nguyen will identify additional personnel representing the Contract Administrator and their respective roles and responsibilities for the Work.

D7.3   Bids Submissions must be submitted to the address in B7.

D8.   OWNERSHIP OF INFORMATION, CONFIDENTIALITY AND NON DISCLOSURE

D8.1   The Contract, all deliverables produced or developed, and information provided to or acquired by the Contractor are the property of the City and shall not be appropriated for the Contractors own use, or for the use of any third party.

D8.2   The Contractor shall not make any public announcements or press releases regarding the Contract, without the prior written authorization of the Contract Administrator.

D8.3   The following shall be confidential and shall not be disclosed by the Contractor to the media or any member of the public without the prior written authorization of the Contract Administrator;

(a)   information provided to the Contractor by the City or acquired by the Contractor during the course of the Work;

(b)   the Contract, all deliverables produced or developed; and

(c)   any statement of fact or opinion regarding any aspect of the Contract.

D8.4   A Contractor who violates any provision of D8 may be determined to be in breach of Contract.

D9.   NOTICES

D9.1   Notwithstanding C21.3, all notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer at the following facsimile number:

The City of Winnipeg
Chief Financial Officer

Facsimile No.: 204 949-1174

D9.2   Bid Submissions must not be submitted to this facsimile number. Bids must be submitted in accordance with B7.

SUBMISSIONS

D10.   AUTHORITY TO CARRY ON BUSINESS

D10.1   The Contractor shall 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 Contractor

does not carry on business in Manitoba, in the jurisdiction where the Contractor does carry on business, throughout the term of the Contract, and shall provide the Contract Administrator with evidence thereof upon request.

D11. INSURANCE

D11.1   The Contractor shall provide and maintain the following insurance coverage:

(a)   commercial general liability insurance, in the amount of at least two million dollars ($2,000,000.00) inclusive, with The City of Winnipeg added as an additional insured; such liability policy to also contain a cross-liability clause, non-owned automobile liability and products and completed operations cover, to remain in place at all times during the performance of the Work;

(b)   if applicable, Automobile Liability Insurance covering all motor vehicles, owned and operated and used or to be used by the Contractor directly or indirectly in the performance of the Service. The Limit of Liability shall not be less than $2,000,000 inclusive for loss or damage including personal injuries and death resulting from any one accident or occurrence;

D11.2   Deductibles shall be borne by the Contractor.

D11.3   The Contractor shall provide the Contract Administrator with a certificate(s) of insurance, in a form satisfactory to the City Solicitor, at least two (2) Business Days prior to the commencement of any Work on the Site.

D11.4   The Contractor shall not cancel, materially alter, or cause the policy to lapse without providing at least thirty (30) Calendar Days prior written notice to the Contract Administrator.

D12. SUBCONTRACTOR LIST

D12.1   The Contractor shall provide the Contract Administrator with a complete list of the Subcontractors whom the Contractor proposes to engage (Form J: Subcontractor List) at least two (2) Business Days prior to the commencement of any Work on the Site.

CONTROL OF WORK

D13. COMMENCEMENT

D13.1   The Contractor shall not commence any Work until he/she is in receipt of a notice of award from the City authorizing the commencement of the Work.

D13.2   The Contractor shall not commence any Work on the Site until:

(a)   the Contract Administrator has confirmed receipt and approval of:
   (i)   evidence of authority to carry on business specified in D10;
   (ii)   evidence of the workers compensation coverage specified in C6.14;
   (iii) evidence of the insurance specified in D11;
   (iv)   the Subcontractor list specified in D12; ; and

(b)   the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.

D14. ORDERS

D14.1   The Contractor shall provide a local Winnipeg telephone number or a toll-free telephone number at which orders for service may be placed.

D15. RECORDS

D15.1   The Contractor shall keep detailed records of the services supplied under the Contract.

D15.2   The Contractor shall record, as a minimum, for each item listed on Form B: Prices:

(a)   user name(s) and addresses;

(b)   order date(s);

(c)   service date(s); and

(d)   description and quantity of services provided.

D15.3   The Contractor shall provide the Contract Administrator with a copy of the records for each quarter year within fifteen (15) Calendar Days of a request of the Contract Administrator.

MEASUREMENT AND PAYMENT

D16.   INVOICES

D16.1   Further to C10, the Contractor shall submit an invoice for each portion of Work performed to:

The City of Winnipeg
Corporate Finance - Accounts Payable
4th Floor, Administration Building, 510 Main Street
Winnipeg MB R3B 1B9

Facsimile No.: 204 949-0864
Email: CityWpgAP@winnipeg.ca

D16.2   Invoices must clearly indicate, as a minimum:

(a)   the City's purchase order number;

(b)   date of delivery;

(c)   delivery address;

(d)   type and quantity of work performed;

(e)   the amount payable with GST and MRST shown as separate amounts; and

(f)   the Contractor's GST registration number.

D16.3   The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

D16.4   **Bid Submissions must not be submitted to the above facsimile number. Bids must be submitted in accordance with B7**.

D17.   PAYMENT

D17.1   Further to C10, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

D17.2   Further to C10, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

D18.   PAYMENT SCHEDULE

D18.1   Payment Schedule (Progress Payments)

(a)   The Proponent shall provide in their project proposal a payment schedule that clearly states payment amounts and conditions associated to specific project milestones. The conditions of the milestones must be clear and precise, i.e. evaluate that a project milestone is reached and all deliverables associated to that milestone have been produced to the satisfaction of the City, prior to issuing payments.

D18.2   Holdback

(a) The City of Winnipeg will hold back 15 percent (15%) of each progress payment payable 60 calendar days after project completion. Project shall be considered complete when all contracted work as specified in the Contract has been completed and all Deliverables have been approved by the Contract Administrator.

D18.3 Software licence costs and travel and living expenses costs are not included in the holdback.

WARRANTY

D19.   WARRANTY

D19.1 Warranty is as stated in C11.

FORM J: SUBCONTRACTOR LIST
(See D12)

ENVIRONMENTAL MONITORING SOLUTION

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PART E - SPECIFICATIONS

GENERAL

E1.   APPLICABLE SPECIFICATIONS AND DRAWINGS

E1.1   These Specifications shall apply to the Work.

E1.2   The following are applicable to the Work:

Appendix No.	Appendix Title
Appendix A	Operational Metrics
Appendix B	Business Use Cases
Appendix C	Document & Report Catalogue
Appendix D	Diagrams & Illustrations
Appendix E	Current Data Models
Appendix F	COW Standards

E1.3   Proponents are reminded that requests for approval of substitutes as an approved equal or an approved alternative shall be made in accordance with B6.

E2.   PROJECT DELIVERABLES

E2.1   The Key Project Deliverables to ensure the successful implementation of the Environmental Monitoring System (EMS) project should include the following activities:

(a)   Defining the Project Plan and Managing the Project: The Proponent will conduct workshop(s) with internal project stakeholders to elicit sufficient information in order to determine the specifics for the creation of a detailed project plan for the implementation of the solution. The analysis for this Project Plan should be performed engaging business stakeholders in all impacted functional areas. The Project Plan should support the implementation of the solution as a coherent set of activities and associated deliverables including ongoing management of the project.

(b)   Installing Software(s): The Proponent will install all software components on an instance of the infrastructure components as defined in the Proponent response. The installation will be limited to a non-Production environment and shall be conducted collaboratively with WWD Information Systems & Technology resources. The Proponent will provide documented installation procedures which will include validation steps. The procedures will be used by the Proponent to install the software. The Proponent will be expected to provide product and technology expertise and assistance to City of Winnipeg technology resources during the installation of the software(s) into the Production environment.

(c)   Design and Specification: The Proponent will conduct workshop(s) to elicit sufficient information in order to create a solution design and configuration specification document. The design and specification document will address the following topics:

(i)   Users, Roles and Security;

(ii)   Data;

(iii)   Reports;

(iv)   Dashboards;

(v)   Data Entry Forms;

(vi)   Data Integration.

(d)   Solution Configuration: The Proponent will configure and develop the solution as per the Design and Specification document.

(e)   Training: The Proponent will provide formal on-site training for the following roles/disciplines:

(i)   Configuration & Administration;

        (ii)   Operational (End-user).

(f) Legacy Data Conversion / Migration: The Proponent will provide design and implementation services to preserve and make accessible the legacy data (see Appendix E) and documents (see Appendix C).

(g) Testing and Go-Live: The Proponent will develop a testing approach (and plan) to execute sufficient testing to verify that the new solution performs as expected and is acceptable to stakeholders, and all of the reports, dashboards, and integrations are accurate and free of defects. The scope of testing should include any migrated legacy data. Further the Proponent will provide support for the Go-Live (cut-over) period defined in the plan.

E3. SOLUTION VISION

E3.1 The vision for the EMS is to provide a single system to manage all aspects of the five (5) industrial waste programs of the Industrial Waste Service Branch. Key features facilitating this vision are listed in the subsequent points below.

E3.2 A customer-centric view of all Industrial Waste Service program information and activities including:

(a) IWSB programs a customer is enrolled in;

(b) Any violations or warnings for a customer across programs;

(c) Any pending bills or fees owed by a customer across programs within IWSB;

(d) Customer centric reporting or queries;

(e) Locations operated and/or associated by a customer; and

(f) All licenses and permits held by a customer.

E3.3 The EMS system will allow location-centric views of Industrial Waste Service program information including:

(a) All wastewater discharge events;

(b) All licenses and permits issued;

(c) All inspection and sampling events;

(d) Current and past customers and contacts associated with a location;

(e) Current and past assets associated with a location; and

(f) Location centric reporting or queries.

E3.4 The vision includes the ability to extend the EMS to monitor aspects of Solid Waste Division's Land Fill monitoring and Rivers and Streams monitoring.

E3.5 The EMS will provide IWS staff with access to IWS information while working remotely "in the field" and the capability to perform and record information from remote locations, including but not limited to:

(a) Schedule and record inspection and sampling details:

(b) Record ad hoc inspection and sampling details;

(c) Query, add or maintain contact, location and asset information;

(d) Query, or maintain licenses and permits.

E3.6 The EMS will provide customer self-service capabilities including but not limited to:

(a) The ability to maintain customer address information;

(b) The ability to apply for licenses and permits;

(c) The ability to query on status of licenses and permits;

(d) The ability to query on payment status of customer account;

(e)   The ability to make payments online for IWSB invoices;

(f)   The ability to submit Pollution Prevention Plans;

(g)   The ability to retrieve customer centric reports;

(h)   The ability to submit maintenance logs for grease traps;

(i)   Ability to submit mechanical plans or blueprints for review.

E3.7   The EMS solution will integrate with other WWD enterprise systems including:

(a)   Laboratory Information Management System (LIMS) to receive analytical test results from samples obtained from IWS sampling and inspection events;

(b)   Plant PCS/SCADA systems which:

(i)   Control site access for liquid wastehaulers;

(ii)   Measure load volumes;

(iii)   Identify sample containers for liquid waste discharges.

(c)   Back office general ledger, billing and accounts receivable systems.

E3.8   The EMS solution will provide information to other interested parties and business units including:

(a)   Compliance Reporting Branch for distributing required information to support environmental monitoring initiatives and government / regulatory license compliance;

(b)   Operations/collections for information pertaining to inspections and investigations.

E3.9   The EMS solution will provide an electronic system for recording the collection, tracking and disposal of all liquid waste deposited at the City's NEWPCC. The system will include the following:

(a)   Ability for wastehaulers to record all liquid waste collection events in a single load manifest in the EMS (event date/time, customer/location, hauler);

(b)   Ability to record all liquid waste disposal events (date/time, hauler, disposal lane) at the NEWPCC.

THE RESPONSES TO THE REQUIREMENTS LISTED IN E4, E5, E6 ARE TO BE SUBMITTED ON FORM N: REQUIREMENTS AND SPECIFICATIONS

E4.   MANDATORY REQUIREMENTS

E4.1   The solution must present single point of management for all unique customers and locations, to avoid duplication of and/or conflicting sources of information. This is required to support the EMS vision outlined in E3.

E4.2   The solution must have the capability to persist liquid waste water collection events (liquid wastehauler load manifests) electronically as described in section E5.2.

E4.3   The solution must have direct access to at least five (5) years of historical data including all pertinent documents, or all of the historical data and documentation for parameters which have been added within the past five (5) years. The reports will be in the formats identified in Appendix C.

E4.4   The solution must provide the ability to configure and manage license and permit parameters, set violation count and tiers for enforcement parameters, define rules and alerts based on enforcement parameters as per the requirements defined in section E5.3.

E4.5   The solution must support the creation and management of Data Capture Forms and provide the ability to define and enforce validation rules, as per the requirements defined in section E5.4.

E4.6   The solution must allow users to navigate, select, view and interpret data in a variety of formats, and the ability to save data query results in a variety of formats (grids, reports), as per the requirements defined in section E5.5.

E4.7   The solution must provide the ability to generate and distribute predefined reports on a scheduled basis, as per the requirements defined in section E5.5.

E4.8   The solution must support integration with external sources, as per the requirements defined in section E5.5.

E4.9   The solution must support the ability to administer automated data feed validation, including the ability to purge data by a set schedule, set parameters for data irregularities, and transform data, as per the requirements defined in section E5.4.

E4.10   For Alternative 1 on Form B, the solution must be capable of being run in the City's Corporate Data Center and be consistent with the City's Corporate technology platforms and standards for pre-production and production environments, as per the requirements defined in section E6.1.

E4.11   The solution must provide the ability to create, distribute and track all enforcement documents by customer across all IWSB Programs. Refer to Appendix C for reporting details.

E4.12   The solution must provide a comprehensive scheduling and calendar integration feature, as per requirements E5.4.

E5.   BUSINESS REQUIREMENTS

E5.1   Customer & Asset Management – This category represents requirements related to the storage and management of all Customers, Location and Asset information for the 5 IWS programs. It is vitally important that information is managed centrally, to avoid duplicate entries and confusion.

(a)   Customers & Locations: Describe how your solution provides the ability to record and manage a list of Customers and Locations. Provide details on how contacts and locations can be associated with other contacts, locations and specific business events within the solution. Advise if your system manages change history for customer and location information and the history details.   Include all attributes and categories that are available with your standard configuration and how additional attributes and categories could be added.

(i)   Generator contacts and locations: Describe how waste generator contact and location information is managed within your solution.

(ii)   Wastehauler company, contacts & locations: Describe how wastehauler companies and company locations are managed within your solution.

(iii)   Sewered Overstrength customers: Describe how Sewered Overstrength companies and company locations are managed within your solution.

(iv)   Prevention Program customers: Describe how Pollution Prevention Program companies and company locations are managed within your solution.

(v)   IWSB contacts & locations: Describe how internal system users are managed within your solution including user profiles and managing system access/privileges.

(vi)   Solid Waste contacts & locations: Describe how Solid Waste contact and location information is managed within your solution and other characteristics that differentiate between wastewater contacts and locations.

(b)   Assets: Describe how your solution provides the ability to record assets in the system and associate with known locations of record (see 5.1). Provide details on how assets can be associated with customers, locations and specific business events within the solution. Advise if your system manages change history for asset information and the history detail. Include all attributes and categories that are available with your standard configuration and how additional attributes and categories can be added.

(i)   Wastehauler: Describe how a wastehauler asset is managed within your solution. Examples include wastehauler trucks and flow meters.

(ii)   Waste Generator: Describe how a waste generator asset is managed within your solution. Examples include containers (catch basin, interceptor, grease traps), sink fixtures, food preparation equipment and food waste grinders.

(iii)   IWSB: Describe how an IWSB asset is managed within your solution. Examples include pH probes, sample pumps and autosamplers.

(iv)   Other customer assets: Describe how other customer assets are managed within your solution. Examples include wastewater pre-treatment systems (DAF, Filtration), pH treatment systems etc.

(v)   Asset Categories: Describe the specific categories of assets your system is capable of tracking, and a listing of the standard attributes associated with each category.

(vi)   Asset Custom Attributes: Describe how your system can be configured to add custom attributes to a specific category and/or asset type.

(vii)   Asset History: Describe how your system is capable of tracking all historical events associated with a specific attribute, including inspections, and maintenance records.

E5.2   Hauled Liquid Waste – This category represents the requirement for the solution to record all liquid waste collection events from generator sites (locations) and subsequent disposal events at the City's wastewater treatment plant. It is vitally important that all disposals at the plant are accompanied by a manifest of the load contents (generator/locations, collection date/time, hauler, waste type) and the total volume is recorded and reportable to government regulators.

(a)   Load Tracking: Describe how your solution provides the ability to track hauled liquid waste loads from the initial point(s) of collection through to the disposal at the waste treatment plant. Provide details on the life cycle of capturing, submitting and reconciling load manifests. Advise how the data will be represented in the system from a waste generator, wastehauler and waste disposal event perspective.

(i)   Electronic manifest: Describe what information is captured when a liquid wastehauler picks up a residential or commercial liquid waste load. Include information such as waste generator, waste container, wastehauler, truck, waste collection date/time, volume, etc. Describe how the manifest can be delivered to the treatment plant electronically and manually.

(ii)   Remote access: Describe what functionality your solution provides for recording the collection of waste from a waste generation site (location) at the time of collection. Provide details on the hardware and software requirements, i.e. IOS or Android device, and what data can be captured in the field.

(b)   Load Metrics: Describe what information can be recorded in your system when a liquid wastehauler disposes of liquid waste at a wastewater treatment plant. Include information such as waste disposal location (lane & manhole), disposal start and end date/time, waste collection number, etc. Describe how your solution can manage lane access to wastehaulers through a PIN pad or RFID terminal.

(c)   Billing: Describe the billing life cycle for the waste treatment plant for liquid wastehaulers including any supporting system transactions. Advise what billing methods are available for your solution, i.e. based on volume, disposal event, etc. Describe any external solution requirements required to support the billing life cycle, i.e. ERP software, etc.

(i)   Wastehauler invoice: Describe any invoicing functionality within your solution. Advise of any invoice templates available "out of the box." Identify if any activities are expected to be addressed by external solutions and how the status of the payment is reflected in your solution.

(ii)   Wastehauler payments: Describe how wastehauler payments are recorded within your system. Identify if any activities are expected to be addressed by external solutions and how the status of the payment is reflected in your solution.

(iii)   Payment reconciliation: Describe how wastehauler payments are reconciled within your system. Identify if any activities are expected to be addressed by external solutions and how the status of the payment is reflected in your solution.

E5.3   Licence Management – This category represents requirements related to the issuance and management of all licenses, permits and waivers associated with the five programs managed by IWS.

(a)   Permits & Licenses: Describe the life cycle of permits and licenses in your solution including any supporting system transactions generated. Provide details of any workflow capabilities including internal approvals. Advise if there are any templates for licenses and permits in the environmental monitoring space. Provide any details on how configurable permits and licenses are within the solution. Advise if your system manages license and permit change history and the history detail.   Advise on the capabilities of adding additional attributes and categories.

(i)   Wastehauler permits: Describe how wastehauler permits are recorded in your solution.   Describe how charges and fees are maintained and applied in your system.

(ii)   Disposal permits: Describe how wastewater and solid waste permits are recorded in your solution. Describe how customer charges and fees are maintained and applied in your system. Include examples of one time charges, regular charges, flat fees, calculated fees based on volumes and/or frequency.

(iii)   Discharge licenses: Describe how wastewater and solid waste licenses are recorded in your solution. Describe how customer charges and fees are maintained and applied in your system. Include examples of one time charges, regular charges, flat fees, calculated fees based on volumes and/or frequency.

(iv)   Waivers: Describe how waivers (i.e. grease trap waiver) are recorded in your solution.

(b)   Enforcement Activities: Describe the life cycle of enforcement activities in your solution including any supporting system transactions generated. Advise if there are any templates for enforcement workflow activities. Provide any details on how configurable enforcement workflow activities are within the solution. Advise if your system manages enforcement activity history and the history detail.

(i)   Enforcement workflow configuration: Describe how users can configure enforcement workflow activities. Identify optional parameters and methods system users are notified by when an enforcement activity is required.

(ii)   Violation count: Describe how your system counts and tracks violations.

(iii)   Permit suspension/cancellation: Describe how users can suspend/cancel permits.

(iv)   Enforcement notification: Describe the methods your system supports for internal and external notification of enforcement activities.

(c)   Customer self-service: Describe the life cycle for customers applying for and getting issued permits, licenses, waivers and payments remotely through a business portal. Describe what types of data can be provided to the user "prefilled" and if this can be extended within the interface. Note any templates or "out of the box" interfaces available supporting customer self-service of permits and licenses.

(i)   Payment: Describe how your system has the capability to process or interface with online payment services. Describe the life cycle of customer payments within your system and optional interfaces to back office billing and accounts receivable systems. Describe what methods of payments are supported and how, e.g. VISA and MasterCard credit cards through an external service bank payment service.

E5.4   Sampling & Inspections

(a)   Scheduling: Describe the life cycle of scheduling and executing inspections and sampling events in your system. Describe what information is required to schedule a sampling and inspection event. Advise of what service channels are available for system users and if there is any functional restrictions by service channel.

(i)   Inspection scheduling: Describe how a user would schedule an inspection with an existing customer and location in the system. Note any differences by service channel (i.e. browser vs. mobile).

    (ii)   Sampling scheduling: Describe how a user would schedule a sampling with an existing customer and location in the system. Note any differences by service channel (i.e. browser vs. mobile).

(b)   Record inspection & sampling results real time: Describe if your solution has any mobile capabilities with recording inspections and sampling events real time. Advise of the supported platforms (i.e. iOS, Android, etc.).

    (i)   Real time entry of schedule inspection forms: Describe how a user would complete an inspection form remotely and what information would automatically be populated and updated in the system. Advise of any data that would not be updated automatically by your solution and need to be updated when a user has full access to the application.

    (ii)   Real time entry of scheduled sampling forms: Describe how a user would complete a sampling form remotely and what information would automatically be populated and updated in the system. Advise of any data that would not be updated automatically by your solution and need to be updated when a user has full access to the application.

    (iii)   Real time access to prior inspection forms: Describe how a user can access prior inspection forms remotely. Describe what information is available to the user to view remotely.

    (iv)   Real time access to prior sampling forms: Describe how a user can access prior sampling forms remotely. Describe what information is available to the user to view remotely.

(c)   Field level support: Much of the work performed by IWS inspectors involves activities to collect information while visiting customer sites and other monitored locations throughout the City of Winnipeg. Describe how your solution supports work activities conducted at remote locations. Such activities include conducting inspections, testing and sampling events and may pertain to existing or net new Customers and/or Locations. Advise of the life cycle of the process and what entities that are added to support the process.

    (i)   Supported activities: Describe what work activities that can be supported from remote locations and any limitations regarding data that may be accessed and/or entered into the system.

    (ii)   Resource dependencies: For the aforementioned activities, describe the required technology components to support these functions including devices, network connectivity, etc.

    (iii)   Ad hoc entry of inspection forms: Describe how a user would complete an inspection form remotely and what information would automatically be populated and updated in the system. Describe any features that are not available when working in the field versus similar capabilities performed in the back-office.

    (iv)   Ad hoc entry of sampling forms: Describe how a user would complete a sampling form remotely and what information would automatically be populated and updated in the system. Describe any features that are not available when working in the field versus similar capabilities performed in the back-office.

    (v)   Ad hoc entry of address information: Describe how a user would create a new location remotely with your solution. Describe any features that are not available when working in the field versus similar capabilities performed in the back-office.

    (vi)   Ad hoc entry of contact information: Describe how a user would create a new contact remotely with your solution. Describe any features that are not available when working in the field versus similar capabilities performed in the back-office.

E5.5   Reporting & Analytics – This category represents requirements of the system to provide access to all information stored in the system. Access to information should support two general usage patterns, namely (as) formal, pre-defined reports and documents and end-user self-exploration of information via ad hoc queries and charting tools.

(a)   Ad hoc querying: The system should provide end-users with a robust set of tools to perform a variety of ad hoc queries.   Describe how users can perform ad hoc queries

against the data persisted in your solution. Advise of any supplementary materials to assist in these activities including a published data model, templates and queries included "out of the box."

   (i)   Environmental records search: Describe what data is available for users to search for environmental records, i.e. spills, permits, licenses, etc. by location.

   (ii) Querying capability by location: Describe what logical data can be queried by location in your solution.

   (iii) Querying capability by customer: Describe what logical data can be queried by customer in your solution.

   (iv) Source database query capabilities: Describe if users can reference persisted data in your solution with other tools using standard integration patterns, i.e. ODBC connection to Office productivity tools. Advise if personalized queries developed by each user will only be accessible by that user.

(b) Report composition: The system should be equipped with a robust set of report authoring tools for composing formal, boardroom-style reports and end-user dashboards. Describe how users compose and share reports within your solution. Describe any features used to format and visually represent summary data, such as dashboards and scorecards.   Advise of any templates that are included "out of the box" with the solution. See Appendix C for a sample of current IWSB reports generated.

   (i)   Report Authoring: Describe the process and tools used by end-users to define, build, and manage formal reports and data visualizations (tables, charts, mixed) within your system.

   (ii) Dashboards: Describe how your system can provide end-user dashboards, for displaying multiple datasets within a single, comprehensive view.   Advise what interactive capabilities are supported within dashboards, including but not limited to dynamic filtering, sorting, drill-down, map-based querying, etc.

   (iii) Access controls: Describe how access to reports and dashboards can be controlled / restricted to user groups and/or roles.

   (iv) Support multiple output formats: Describe what report output formats are supported within your solution, including but not limited to PDF, HTML, XML, DOC, and XLS.

   (v)   Report Execution and Distribution: Describe the process by which pre-defined reports can be scheduled for generation and distributed to end-users automatically.

(c) GeoSpatial Reporting: The solution should include a map-based interface to allow users to view and/or spatially query information stored within the solution. Describe how users can query and view information on a map, include maps on report compositions and/or output map-based queries and convert spatial queries into tabular reports. Describe how your solution can incorporate other spatial datasets stored within the City's corporate Spatial Data Infrastructure (see Appendix F for details). Include any reference to third-party tools and/or platforms required to provide this capability.

(d) Office productivity suite integration: Describe what Office productivity software (i.e. Microsoft Office) your solution integrates with and which applications (i.e. Microsoft Word, Microsoft Excel). Describe what functionality is exposed through the integration and what data can be exposed for use with the external application. Describe any templates or workflow activities that are included "out of the box" with the solution. See Appendix C for a sample of current IWSB reports generated.

   (i)   Bulk mailings: Describe how a system user can perform bulk mailings with your solution and office productivity software.

   (ii) Form letters: Describe how system users can create form letters with your solution and office productivity software.

   (iii) Schedule events: Describe how users can manage schedules with your solution and office productivity software.

E6.   TECHNICAL AND NON-FUNCTIONAL REQUIREMENTS

E6.1   The Proponent's proposed solution shall be consistent and operate in accordance with the technical and non-functional requirements hereinafter specified; including but not limited to:

(a)   Technical Architecture: Describe the overall architecture of your proposed solution. Include any relevant models / diagrams and descriptions necessary to convey the following architectural perspectives of your solution (business, application, information and technology).

(i)   Business architecture: Describe how your solution is designed to meet the specific business functions and processes envisioned for the COW's Industrial Waste Management Solution per section E3.

(ii)   Data architecture: Describe how information is organized, secured, and managed within your solution. Include a description of the key data entities relevant to the business scope of your solution and how these entities are managed over the long-term of the solution. Include any references to data / information that is persisted and managed internal to your solution and/or linked to any external systems.

(iii)   Application architecture: Describe the discrete modules and components of your solution, and how they relate to the required functions of EMS. Include a description of the underlying technology platform (e.g. Java, .Net, etc.) and industry standards on which your solution is based. Within your description, include any and all third-party applications / components delivered within your core solution and/or external components on which your solution is dependent. Highlight any software components that will require the COW to procure licenses from third-parties, in order to operate your solution.

(iv)   Technical architecture: Describe the "typical" deployment configuration(s) and network topology used to host your solution, and your recommendation for the COW in this proposal.   Include all deployment nodes (application servers, database servers, end-user workstations, mobile devices, etc.) and the corresponding deployment unit(s) (applications, modules, components) installed on each.   Include any relevant network components (firewalls, zones, etc.) and/or enterprise systems (Directory Server, Mail Server, etc.) as applicable.

(b)   Infrastructure Requirements: Describe the recommended infrastructure specifications required to host and manage your solution within the COW enterprise. Specifications should be provided for all required servers, end-user workstations and devices, and include dependencies on required operating system, CPU, RAM, local storage and network connectivity. Where multiple configuration options exist in your solution offering provide your recommendations that best meet our needs based on the operational metrics and business context provided in Appendices A and B. All proposed solutions should be consistent and compatible with COW desktop workstation and server standards as noted in Appendix F. Any exceptions to the COW standards should be clearly noted in your response. The inclusion of tables, diagrams and other visual models to describe the specifications is encouraged. Provide recommended specifications for two (2) independent environments – Production and Non-Production (Dev / Test) as noted in the sub-sections below.

(i)   Production Environment: Provide specifications for a Production operating environment, capable of operating within the COW data centers and made available via network connectivity with the COW enterprise. Under normal operating conditions, the solution should be available from all network connected workstations within the WWD and from mobile devices connected to the internet (via Cellular Service). The Production infrastructure should be adequately sized to address concurrent user metrics, as detailed in Appendix A.

(ii)   Non-Production Environment: Provide specifications for a secondary Non-Production operating environment for supporting a variety of business and technology vitality activities such as training, testing upgrades, etc. This environment should be isolated from the main Production environment infrastructure.

(iii)   Other dependencies: Provide a list of any and all hardware and/or software components that are NOT included in your proposal, but will be required by the

COW to efficiently operate Production and Non-Production environments (e.g. Database Backup solution, Enterprise Job Scheduler, etc.).

(c) System Management: Describe the system management activities and processes required to operate and maintain the vitality of your proposed solution over time.

    (i) Active Directory: The solution should integrate with the City of Winnipeg's Corporate User Directory (MS Windows Server 2012 Active Directory) for authenticating users.

    (ii) Access: The solution should provide the ability to define and control user access to functions and datasets through combination of role-based and group-based authorization controls. Describe the features and capabilities used to control access (granted/denied) and user profile and session management.

    (iii) Backup & Recovery: The solution should include a recommended backup and recovery approach and processes. Describe the required activities required to maintain backups of both operational / business data and system configuration to ensure recovery of data in the event of a destructive system failure (affecting the data).

(d) Performance: Describe the expected performance of your solution for common functional activities. Performance metrics should be relative to normal operating conditions (see Appendix A regarding user loads) and based on the infrastructure recommendations provided in your response.

    (i) Start-up Performance: Provide typical metrics for user login and invoking any major functional of major application login, data form initiation. Describe performance expectations for application start-up and user login.

    (ii) Standard Tasks Performance: Describe performance expectations for common tasks such as but not limited to receiving sample results from the LIMS, creating and running queries, entering inspection data, generating KPIs regarding performance statistics of the programs, viewing customer profiles and addressing any system notifications.

    (iii) Reporting Performance: Describe performance expectations for standard report generation (standard, pre-defined reports).

    (iv) Scalability: Describe the capability of your solution to scale to accommodate increased user demands, peak load times, and other high volume usage scenarios. Describe the capability of your solution to scale to accommodate future enhancements.

(e) Availability: Describe the capabilities of your solution to meet the availability requirements noted below. Include any additional information regarding availability that may be of interest to the City of Winnipeg.

    (i) Standard Availability Requirements: All functions of the solution should be available for use 24/7/365, excluding scheduled outages.

(f) Support: Describe the support and maintenance services you plan to offer post-implementation, including Service Level Agreements (SLAs) that align with the pricing in Form B. Be specific and include all options for support levels/methods, and time of availability. Include delineation between tasks for which the City of Winnipeg will be responsible vs. those that your support services will provide.

    (i) Support types: Describe the types of Business and/or Technical support typically offered to and used by your customers. Include any limitations, restrictions, or constraints for accessing your support services.

    (ii) Incident Management and Escalation: Describe your customer facing and internal processes for managing incidents, including issue classification and escalation approach.

(g) Usability: Describe how your solution is designed to be user-friendly and intuitive. Include a robust description of the global design features within the solution that assist and guide the user through an aesthetically appealing experience when performing routine tasks. The City of Winnipeg describes usability as the capability of the software to be understood,

learned, used, and attractive to the user. In your response, please consider the points below.

(i) Understandability: The solution should demonstrate the following characteristics: Descriptions and demonstrations are available to solution users. Guides and context sensitive messages are displayed to solution users.

(ii) Learnability: The solution should demonstrate the following characteristics: Functions can be absorbed quickly. Functions and flows within the solution are intuitive and require actions that are discreetly defined and apparent.

(iii) Operability: The solution should demonstrate the following characteristics: There is consistency across functions and screens. Common data elements can be selected rather than entered. Colour coding and conditional formatting is used to indicate status/state of a system artifact or data element. Icons and images are used, where beneficial to the user experience. Data visualization techniques are applied, to facilitate understanding of presented data. Navigation through the solution functions is clear and can be effectively done without a mouse when applicable. Self-explanatory messages that clearly indicate resolutions are present where appropriate. The ability to undo actions is provided where appropriate.

(iv) Attractiveness: The solution should demonstrate the following characteristics: Screen layouts are aesthetically pleasing. Styles, colors and fonts are used consistency throughout the application. The application has a modern look and feel when using solution functions.

E7. HOSTING IN CANADA

E7.1 If the Proponent is submitting a proposal for Solution Alternative 2, as defined on Form N, the host infrastructure, solution components, and solution data must reside entirely within Canada.

The City of Winnipeg
RFP No. 477-2017

Template Version: GSr120170303 - Combined Gds & Serv R[

**WINNIPEG POLICE SERVICE
SECURITY CLEARANCE CHECK
SERVICES – DIVISION 30**

Security Clearance
Page 1 of 1

PART F - SECURITY CLEARANCE

F1.   SECURITY CLEARANCE

F1.1   Each individual proposed to perform Work under the Contract shall be required to obtain a Police Information Check from the police service having jurisdiction at his place of residence. This can be obtained from one of the following;

(a)   police service having jurisdiction at his/her place of residence; or

(b)   BackCheck, forms to be completed can be found on the website at: http://www.backcheck.net/ ; or

(c)   Commissionaires (Manitoba Division), forms to be completed can be found on the website at: https://www.commissionaires.ca/en/manitoba/home.

F1.2   The original Police Information Check (Form P–612) will be provided by the Winnipeg Police rvice to the individual applicant. The original has a validation sticker from the Winnipeg Police Service in the top right hand corner. The applicant shall:

(a)   Provide the original Police Information Check (Form P–612) to the Contract Administrator.

F1.3   Prior to the award of Contact, and during the term of the Contract if additional or replacement individuals are proposed to perform Work, the Contractor shall supply the Contract Administrator with a Police Information Check obtained not earlier than one (1) year prior to the Submission Deadline, or a certified true copy thereof, for each individual proposed to perform the Work.

F1.4   Any individual for whom a Police Information Check is not provided, or for whom a Police Information Check indicates any convictions or pending charges related to property offences or crimes against another person will not be permitted to perform any Work.

F1.5   Any Police Information Check obtained thereby will be deemed valid for the duration of the Contract subject to a repeated records search as hereinafter specified.

F1.6   Notwithstanding the foregoing, at any time during the term of the Contract, the City may, at its sole discretion and acting reasonably, require an updated Police Information Check. Any individual who fails to provide a satisfactory Police Information Check as a result of a repeated Police Information Check will not be permitted to continue to perform any Work.