



THE CITY OF WINNIPEG

REQUEST FOR PROPOSAL

RFP NO. 426-2005

**SUPPLY AND INSTALLATION OF ELECTRONIC PATIENT CARE REPORT
HARDWARE & SOFTWARE**

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PART B - BIDDING PROCEDURES

B1. PROJECT TITLE

- B1.1 SUPPLY AND INSTALLATION OF ELECTRONIC PATIENT CARE REPORT HARDWARE & SOFTWARE

B2. SUBMISSION DEADLINE

- B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, March 28, 2006.
- B2.2 Proposal Submissions 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 D5.1.
- B3.2 If the Bidder finds errors, discrepancies or omissions in the Request for Proposal, or is unsure of the meaning or intent of any provision therein, the Bidder shall notify the Contract Administrator of the error, discrepancy or omission, or request a clarification as to the meaning or intent of the provision at least five (5) Business Days prior to the Submission Deadline.
- B3.3 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 Bidders by issuing an addendum.
- B3.4 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 Bidder who made the enquiry.
- B3.5 The Bidder shall not be entitled to rely on any response or interpretation received unless that response or interpretation is provided by the Contract Administrator in writing.

B4. CONFIDENTIALITY

- B4.1 Information provided to a Bidder by the City or acquired by a Bidder 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.
- B4.2 The Bidder shall not make any statement of fact or opinion regarding any aspect of the Request for Proposals 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 Branch internet site at <http://www.winnipeg.ca/matmgt>.
- B5.2.2 The Bidder is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Branch internet site for addenda shortly before submitting his Proposal.
- B5.3 The Bidder 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 materials, equipment, methods and products 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 seven (7) Business Days prior to the Submission Deadline.
- B6.4 The Bidder shall ensure that any and all requests for approval of a substitute:
- (a) provide sufficient information and details to enable the Contract Administrator to determine the acceptability of the material, equipment, method or product as either an approved equal or alternative;
 - (b) identify any and all changes required in the applicable Work, and all changes to any other Work, which would become necessary to accommodate the substitute;
 - (c) identify any anticipated cost or time savings that may be associated with the substitute;
 - (d) certify that, in the case of a request for approval as an approved equal, the substitute will fully perform the functions called for by the general design, be of equal or superior substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract;
 - (e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract.
- B6.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his 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, only to the Bidder who requested approval of the substitute.
- B6.6.1 The Bidder requesting and obtaining the approval of a substitute shall be entirely responsible for disseminating information regarding the approval to any person or persons he wishes to inform.
- B6.7 If the Contract Administrator approves a substitute as an “approved equal”, any Bidder 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 Bidder bidding that approved alternative shall base his Detailed Prices upon the specified item but may also indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B19.
- B6.9 No later claim by the Contractor for an addition to the price(s) because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.
- B6.10 Notwithstanding B6.1 to B6.9, deviations to Specifications, in response to E2, shall be evaluated in accordance with B19.1(a).

B7. PROPOSAL SUBMISSION

- B7.1 The Proposal Submission shall consist of the following components:
- (a) Form A: Proposal;
 - (b) Detailed Prices / Value in accordance with B9;
 - (c) Experience and Capabilities in accordance with B12;
 - (d) Schedule of Events – Work of the Contract in accordance with B13;
 - (e) Information required to be provided in Specifications (**PART E**) which includes:
 - (i) Corporate Overview, Description of Product, and Understanding of Requirements;
 - (ii) Functional Requirements, Technical Requirements, and Computing Infrastructure;
 - (iii) PHIA & FIPPA Compliance;
 - (iv) Project Management Methodology and Approach to Implementation, Approach to Risk Management / Approach to CQI / Critical Success Factors;
 - (v) Methodology and Approach to Education and Training;
 - (vi) Software Support Services and Maintenance.
- B7.2 Notwithstanding B7.1, the Proposal Submission should also include:
- (a) Audited Financial Statement in accordance with B10;
 - (b) Intellectual Property Rights in accordance with D10.
- B7.3 All components of the Proposal Submission shall be fully completed or provided, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely in ink, to constitute a responsive Proposal.
- B7.4 The Proposal Submission shall be submitted enclosed and sealed in an envelope clearly marked with the RFP number and the Bidder's name and address.
- B7.4.1 Samples or other components of the Proposal Submission which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the RFP number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Proposal Submission.
- B7.5 Proposal Submissions submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.
- B7.6 Proposal Submissions shall be submitted to:
- The City of Winnipeg
Corporate Finance Department
Materials Management Branch
185 King Street, Main Floor

Winnipeg MB R3B 1J1

B8. PROPOSAL

B8.1 The Bidder 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 Bidder is a sole proprietor carrying on business in his own name, his name shall be inserted;
- (b) if the Bidder is a partnership, the full name of the partnership shall be inserted;
- (c) if the Bidder is a corporation, the full name of the corporation shall be inserted;
- (d) if the Bidder is carrying on business under a name other than his 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 Bidder shall identify a contact person who is authorized to represent the Bidder 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 Bidder is a sole proprietor carrying on business in his own name, it shall be signed by the Bidder;
- (b) if the Bidder is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
- (c) if the Bidder 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 Bidder is carrying on business under a name other than his 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 shall be printed below such signatures.

B8.4.2 All signatures shall be original and shall be witnessed except where a corporate seal has been affixed.

B8.5 If a Proposal is submitted jointly by two or more persons, the word "Bidder" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Bidders in the Proposal Submission and the Contract, when awarded, shall be both joint and several.

B9. DETAILED PRICES / VALUE

B9.1 The Bidder shall provide a detailed price breakdown which includes as a minimum:

- (a) Network infrastructure;
- (b) Architecture and design services;
- (c) Installation services;
- (d) Telecommunications provisioning and services;
- (e) Network monitoring and management services;

- (f) Network maintenance and upgrade services;
- (g) Operations Support Systems (OSS) services;
- (h) Customer service and technical support services;
- (i) Training and support;
- (j) Software / Software hosting services;
- (k) Hardware;
- (l) Program and project management services;
- (m) Maintenance and support (dependent on whether the “lease to own” or “to own” options reflect maintenance and support costs. Lease option will reflect ongoing maintenance and support costs);
- (n) the Bidder shall base their price on a five (5) year lease;
- (o) Pricing for any other equipment, material or service not stated, but required to complete and make the system fully function as described in the specification.

B9.2 Further to B7.1(b), the Bidder shall state all prices in Canadian funds.

B9.3 Bidders shall submit prices for one or more of the following:

- (a) Option 1 – purchase; or
- (b) Option 2 – lease based on a five (5) year lease.; or
- (c) Option 3 – lease to own based on a five (5) year lease.

B9.4 Further to B9.3(b) and B9.3(c), Bidders shall submit prices based on a buy-out of one dollar per unit at the expiration of the lease.

B9.5 The price shall include:

- (a) duty;
- (b) freight and cartage;
- (c) Provincial and Federal taxes [except the Goods and Services Tax (GST) and Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable] and all charges governmental or otherwise paid;
- (d) profit and all compensation which shall be due to the Contractor for the Work and all risks and contingencies connected therewith.

B9.6 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.

B9.7 The Bidder shall submit a milestone payment schedule, which sets forth the frequency and amount of progress payments, and identifies the tasks and deliverables (“milestones”) to be completed for each payment.

B9.8 For Bids that include a lease option, a schedule of payments for the provision of the lease of goods and services shall be submitted. The schedule shall set forth the frequency and amount of payments, and be linked to ongoing performance evaluation.

B10. AUDITED FINANCIAL STATEMENTS

B10.1 The Bidder should include a certified copy of audited financial statements (balance sheet, profit and loss statement, statement of cash flows, statement of stakeholders equity) for the last three years (where audited statements are not available for the most recent year, interim financial

statements for that year will be accepted). Other supporting financial information should be provided as deemed appropriate by the Bidder. The City will expect the Bidder or the designated prime member in a consortium and/or subcontractor arrangement to have the financial strength to support any contracting arrangements from this RFP. (Where a consortium and/or subcontractor arrangement is proposed, equivalent information should be provided for all companies participating in the arrangement).

B10.2 Bidders should include any other financial information deemed appropriate to demonstrate their financial situation.

B11. QUALIFICATION

B11.1 The Bidder 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 Bidder does not carry on business in Manitoba, in the jurisdiction where the Bidder does carry on business;
- (b) be responsible and not be suspended, debarred or in default of any obligation to the City;
- (c) be financially capable of carrying out the terms of the Contract;
- (d) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract;
- (e) have successfully carried out work, similar in nature, scope and value to the Work;
- (f) employ only Subcontractors who:
 - (i) are responsible and not suspended, debarred or in default of any obligation 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 Branch internet site at <http://www.winnipeg.ca/matmgt>); and
 - (ii) have successfully carried out work similar in nature, scope and value to the portion of the Work proposed to be subcontracted to them, and are fully capable of performing the Work required to be done in accordance with the terms of the Contract;
- (g) have a written workplace safety and health program in accordance with The Workplace Safety and Health Act (Manitoba);

B11.2 The Bidder shall be prepared to submit, within three (3) Business Days of a request by the Contract Administrator, proof satisfactory to the Contract Administrator of the qualifications of the Bidder and of any proposed Subcontractor.

B11.3 The Bidder shall provide, on the request of the Contract Administrator, full access to any of the Bidder's equipment and facilities to confirm, to the Contract Administrator's satisfaction, that the Bidder's equipment and facilities are adequate to perform the Work.

B12. EXPERIENCE & CAPABILITIES

Team Experience

B12.1 Describe the experience of your employees. Provide resumes of the members of the proposed project team. Resumes should include the following information:

- (a) Name
- (b) Skills

- (c) Work Experience
- (d) Company
- (e) Position (defined) / Role
- (f) Length of Employment
- (g) Length of time with Bidder
- (h) Education History
- (i) Date(s) attended
- (j) Name of Institution
- (k) Degree / Diploma / Course completed

B12.2 Where a consortium and/or subcontractor arrangement is proposed, equivalent information must be provided for the group as a whole, and the source (consortium/subcontractor member or individual) of the experience/skills being provided must be identified.

Application Development Experience

B12.3 The City anticipates a requirement for customization of existing base software Solution functions and for development for new functions to be added to the base product software.

B12.4 The Bidder shall provide:

- (a) evidence of successful design, development, testing and documentation of highly responsive and user friendly, graphical on-line applications, including customization of the base software;
- (b) evidence of having integrated diverse technologies in projects of similar scope and nature
- (c) evidence of having used innovative but proven technologies to provide a Solution with robust fault-tolerance and security features.

B12.5 Bidder should provide three reference sites (minimum one), including the following information:

- (a) Client name
- (b) Client site
- (c) Date installed
- (d) Version of software installed at each site
- (e) Approximate number of users for each client and approximate number per site.
- (f) Total number of users for each version currently supported (where conversion to a new version is planned, the date when the newer version is to be implemented).
- (g) A contact person (and current contact details) for each referenced client.
 - (i) For each client please list the type of ancillary application, successfully interfaced, at each Client's site with which your proposed Solution has been successfully interfaced. Indicate who wrote the interface.
- (h) Of the sites listed above indicate one as available for a site visit by City representatives.

Project Management Experience

B12.6 The Bidder shall:

- (a) provide evidence of successful completion of senior level project management responsibilities for projects of equivalent size and complexity (need not be e-PCR related). Include details such as – project approach, the number of parties involved & organizational

structure, time and budget constraints, challenges encountered & resolved, and any other information that the Bidder deems to be relevant;

- (b) three (3) client references, in the format indicated in B12.5.

Electronic Data Collection / Reporting Experience

B12.7 The Bidder shall provide:

- (a) evidence of the following experiences which should be related in size and scope to the City's requirements, and provide a range of services similar to those described in this document;
- (b) evidence of past relevant experiences in electronic data collection.
- (c) evidence of past relevant experiences in electronic data manipulation.
- (d) evidence of past relevant experiences in electronic data reporting.

B12.8 The Bidder should provide three (3) client references, in the format indicated in B12.5.

EMS Electronic Patient Care Reporting Experience

B12.9 The Bidder shall provide:

- (a) evidence of past relevant experience in developing systems that incorporate clinical support tools for the health industry. This experience must include providing a range of services similar to those described in this document;
- (b) a description of e-PCR implementations with which you have had experience.

B12.10 The Bidder should provide three (3) client references, in the format indicated in B12.5.

Secure Wireless Solutions Experience

B12.11 The Bidder shall provide evidence of a relevant background in designing and implementing a Solution that uses secure wireless networking.

B12.12 Bidder should provide three (3) client references, in the format indicated in B12.5.

Network Security Experience

B12.13 Security is of paramount importance to the City. Solutions that address functionality without consideration for security and authentication will be rejected.

B12.14 The Bidder shall provide:

- (a) evidence of up-to-date knowledge and expertise of network security;
- (b) evidence of up-to-date knowledge and expertise of data transfer security;
- (c) evidence of up-to-date knowledge and expertise in the practical application of security products, techniques and policies in the design and implementation Solution.

B12.15 The Bidder should provide three (3) client references, in the format indicated in B12.5.

Application Management Experience

B12.16 The Bidder shall provide evidence of recent experience in implementing an enterprise application for data collection. Include elements such as (but not limited to):

- (a) diverse technologies;
- (b) mobile work stations;

- (c) external interfaces;
- (d) remote access;
- (e) wireless technology.

B12.17 The Bidder should provide three (3) client references, in the format indicated in B12.5.

Training Experience

B12.18 The City is expecting a comprehensive Solution to the project requirements, including appropriate training of key personnel in areas such as day-to-day operation and maintenance of the system, troubleshooting techniques, security procedures, system customization and reporting.

B12.19 This can be accomplished in a number of ways, including a combination of the following: classroom, or lab training, individualized on-site training, computer-based training, conferences, seminars, manuals, documentation, participatory skills transfer, train the trainer or by other innovative means:

B12.20 The Bidder shall provide:

- (a) evidence of a commitment to user training;
- (b) evidence of having provided effective user training in environments where shift work and minimum staff requirements place significant restrictions on availability of personnel for training.

B12.21 Bidder should provide three (3) client references, in the format indicated in B12.5.

Service and Support Experience

B12.22 WFPS is a 24 x 7 operation, with patient care documentation an important step in pre-hospital emergency medical care.

B12.23 The Bidder shall provide:

- (a) evidence of support procedures;
- (b) evidence of support staffing skills and levels;
- (c) an estimate of hours of service appropriate for the provision of ongoing operational support in this type of environment.

B12.24 The Bidder shall indicate your problem resolution objectives related to problems of various severity levels and the related management escalation procedures when those objectives are not met.

B12.25 Bidder should provide three (3) client references, in the format indicated in B12.5.

Customer Base

B12.26 The Bidder should indicate how many customers are currently using the proposed Solution in a fully implemented state. Describe how long these sites have been using the Solution in a fully implemented state. Bidder should provide three (3) client references, in the format indicated in B12.5.

Other Pertinent Information

B12.27 As applicable, the Bidder should include any other information you deem appropriate to demonstrate your performance capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.

B12.28 All experience claimed by the Bidder must be supported by references relevant to projects of this nature.

B13. SCHEDULE OF EVENTS – WORK OF THE CONTRACT

B13.1 The Bidder shall provide a schedule of events for the Work of the Contract, indicating specific dates including:

- (a) requirements which need to be completed by the City; and
- (b) identifying key tasks and deliverables (“milestones”) in accordance with D15 and **D16**.

B14. OPENING OF PROPOSALS AND RELEASE OF INFORMATION

B14.1 Proposal Submissions will not be opened publicly.

B14.2 After award of Contract, the name(s) of the successful Bidder(s) and the Contract Amount(s) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.

B14.3 To the extent permitted, the City shall treat all Proposal Submissions as confidential, however the Bidder is advised that any information contained in any Proposal Submission may be released if required by City policy or procedures, by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law.

B15. IRREVOCABLE OFFER

B15.1 The Proposal(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 10 of Form A: Proposal.

B15.2 The acceptance by the City of any Proposal shall not release the Proposals of the other responsive Bidders and these Bidders shall be bound by their offers on such Work for the time period specified in Paragraph 10 of Form A: Proposal.

B16. WITHDRAWAL OF OFFERS

B16.1 A Bidder may withdraw his Proposal without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.

B16.1.1 Notwithstanding GC.7.05(2), 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.

B16.1.2 The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Proposal or the Bidder’s authorized representatives named in Paragraph 11 of Form A: Proposal, and only such person, has authority to give notice of withdrawal.

B16.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials shall:

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

- (b) open the Proposal Submission to identify the contact person named in Paragraph 3 of Form A: Proposal and the Bidder'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 B16.1.3(b), declare the Proposal withdrawn.

B16.2 A Bidder who withdraws his Proposal after the Submission Deadline but before his offer has been released or has lapsed as provided for in B15.2 shall be liable for such damages as are imposed upon the Bidder 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, including the right to retain the Bidder's bid security.

B17. INTERVIEWS

B17.1 The Contract Administrator may, in his/her sole discretion, interview Bidders during the evaluation process.

B18. NEGOTIATIONS

B18.1 The City reserves the right to negotiate details of the Contract with Bidders.

B18.2 Negotiations, if any, are intended to address administrative and technical details of the Contract. The Bidder is advised to present his best offer, not a starting position for negotiations, in his Proposal Submission; the City will not necessarily pursue negotiations with any Bidder.

B18.3 If, in the course of negotiations pursuant to B18.2 or otherwise, the Bidder amends or modifies a Proposal after the Submission Deadline, the City may consider any amended Proposal as an alternative to the Proposal as originally submitted without releasing the Bidder from the Proposal as originally submitted.

B19. EVALUATION OF PROPOSALS

B19.1 Award of the Contract shall be based on the following evaluation criteria:

- (a) compliance by the Bidder with the requirements of the Request for Proposal and degree of compliance with specifications or acceptable deviation therefrom: (pass/fail)
- (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B11; (pass/fail)
- (c) Detailed prices / Value; 50 points
- (d) Experience / Capabilities; 15 points
- (e) Schedule of events – Work of Contract; 25 points
- (f) Specifications Part E; 190 points
- (g) Audited Financial Statements; 5 points
- (h) Intellectual Property Rights; 5 points
- (i) Economic analysis of any approved alternative pursuant to B6.

B19.2 Further to B19.1(a), the Award Authority may reject a Proposal as being non-responsive if the Proposal Submission 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 if the interests of the City so require.

B19.3 Further to B19.1(b), the Award Authority shall reject any Proposal submitted by a Bidder who does not demonstrate, in his Proposal Submission, in other information required to be

submitted, during interviews or in the course of reference checks, that he is responsible and qualified.

- B19.4 Further to B19.1(c), the Detailed Prices / Value shall be evaluated considering all costs to the City considering:
- (a) Option 1 – purchase; or
 - (b) Option 2 – lease; or
 - (c) Option 3 – lease to own
 - (i) Further to B19.4(b) and B19.4(c) the lease option will be evaluated considering the Net Present Value of the lease payments using a 4.25% City of Winnipeg borrowing rate as the discount rate.
 - (ii) At this stage the City may conduct a Financial Analysis, and perform a cost impact analysis of the Bidder's Proposal, to determine the proposed solutions true costs (i.e. adding or deleting optional products from the price).
- B19.5 Further to B19.1(d), Experience and Capabilities shall be evaluated considering the information required to be submitted.
- (a) Detailed reference checks may be conducted at this stage.
- B19.6 Further to B19.1(e) Schedule of Events – Work of Contract shall be evaluated considering the information required to be submitted.
- B19.7 Further to B19.1(f), Specifications Part E shall be evaluated considering the following: System & Functional Requirements / Technical Requirements / Computing Infrastructure Project Management Methodology and Approach to Implementation / Approach to Risk Management / Approach to CQI / Critical Success / PHIA and FIPPA Compliance* / Education and Training / Factors Support Services and Maintenance. * Compliance to PHIA and FIPPA is mandatory, further evaluation determines the extent to which compliance exceeds the minimum requirements for PHIA and FIPPA.
- B19.8 Further to B19.1(g), Audited Financial Statements shall be evaluated considering the information required to be submitted.
- B19.9 Further to B19.1(h), Intellectual Property Rights shall be evaluated considering the information required to be submitted.

Stage 2 Evaluation

- B19.10 Stage 2 Evaluation - Interview / Presentation
- (a) The City reserves the right to limit Stage 2 Interviews.
 - (b) Bidders who have met the requirements for the reduced candidates list are subject to the following:
 - (i) The City may require that the Bidders provide a demonstration of their product based on functional and architectural requirements as set out in this RFP;
 - (ii) Further to B19.10 (b) (i), the Bidder should be prepared to speak to this demonstration;
 - (iii) The City, at its sole discretion, may have confidential discussions / interview / presentation (the "Interview") with any Bidder, and ask them to make short formal presentations (presenters will be required to supply their own demonstration equipment and material);
 - (iv) Bidders must be prepared to answer questions on their Proposal and shall cooperate with the City in respect to Interview scheduling and any other requirements imposed by the City;

- (v) Field trial and/or site visit. The on-site demonstrations and/or site visit may be required.
- (c) Stage 2 may also include the following :
 - (i) demonstration of software functionality and Question and Answer;
 - (ii) demonstration of ease of use and Question and Answer;
 - (iii) “hands-on” product use sessions and Question and Answer;
 - (iv) reporting functionality and Question and Answer;
 - (v) site visit.

General

B19.11 This Contract may be awarded on the basis of:

- (a) Option 1 – purchase; or
- (b) Option 2 – lease; or
- (c) Option 3 – lease to own.

B19.12 Each option will be evaluated in accordance with the specified evaluation criteria.

B19.13 Unless the “purchase” or “lease-to-own” options provide extraordinary price / value, the City’s current financial limitations favour a lease option.

B19.13.1 The City shall have the right to choose the option that is in its best interests. If the Bidder has not bid on all options, he shall have no claim against the City if his partial offer is rejected in favour of an award of the Contract on the basis of an option upon which he has not bid.

B20. AWARD OF CONTRACT

B20.1 The City will give notice of the award of the Contract or will give notice that no award will be made.

B20.2 The City will have no obligation to award a Contract to a Bidder, even though one or all of the Bidders are determined to be responsible and qualified, and the Proposals are determined to be responsive.

B20.2.1 Without limiting the generality of B20.2, 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.

B20.3 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Bidder submitting the most advantageous offer.

PART C - GENERAL CONDITIONS

C1. GENERAL CONDITIONS

C1.1 The *General Conditions for the Supply and Delivery of Goods* (Form 21: 88 03) are applicable to the Work of the Contract.

C1.1.1 The *General Conditions for the Supply and Delivery of Goods* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.

PART D - SUPPLEMENTAL CONDITIONS

GENERAL

D1. GENERAL CONDITIONS

- D1.1 In addition to the *General Conditions for the Supply and Delivery of Goods*, these Supplemental Conditions are applicable to the Work of the Contract.
- D1.2 The General Conditions are amended by striking out “The City of Winnipeg Act” wherever it appears in the General Conditions and substituting “The City of Winnipeg Charter”.
- D1.3 The General Conditions are amended by striking out “Board of Commissioners” or “Commissioner” wherever it appears in the General Conditions and substituting the “Chief Administrative Officer”.
- D1.4 The General Conditions are amended by striking out “Tender Package” wherever it appears in the General Conditions and substituting “Request for Proposal”.
- D1.5 The General Conditions are amended by striking out “Tender Submission” wherever it appears in the General Conditions and substituting “Proposal Submission”.
- D1.6 The General Conditions are amended by striking out “Bidding Instructions” wherever it appears in the General Conditions and substituting “Bidding Procedures”.

D2. CITY & WFPS BACKGROUND

- D2.1 The Winnipeg Fire Paramedic Service (WFPS) is a Department within the City of Winnipeg, which has a population of 650,000 over an area of 462 square km; the largest urban centre in Manitoba. WFPS has an annual operating budget of \$103.8 million, 1,172 employees, and provides a variety of emergency fire, rescue and medical services. WFPS responded to over 62,000 medical calls in 2004, which resulted in nearly 46,000 patient transports.
- D2.2 In 1997, Winnipeg’s fire and ambulance services were combined, and were eventually re-named the Winnipeg Fire Paramedic Service. The Winnipeg Fire Paramedic Service is currently in transition toward an amalgamated fire and EMS system which utilizes fully cross-trained firefighter paramedics to provide medical care. Currently, primary response to medical incidents is often provided by first responders or fire medics, with secondary response and ambulance transport provided by paramedics. Advanced care providers also respond when required. This results in a situation where one crew is often continuing/assuming care from a previous crew.
- D2.3 Operating under the regulatory authority of Manitoba Health, through an operating agreement with the Winnipeg Regional Health Authority, the WFPS is the sole licensed provider of pre-hospital medical care, transport, and inter-facility patient transfers in the City of Winnipeg. This contractual relationship is managed by the Joint Operations Committee (JOC), which addresses planning and operational issues impacting both parties. As governed by the Ambulance Act (of Manitoba), each patient contact, whether or not the patient is transported, is required to be documented in a Patient Care Report (PCR). The PCR is a detailed report that documents where, when, why, and by whom EMS was provided, and clearly identifies findings, procedures and final disposition of each response. A copy of the PCR stays with the patient at the destination facility, and the original copy is used for supervisory review, billing, and patient event entries. WFPS is seeking proposals for an electronic patient care field data collection system to replace the current “pen and paper” data collection practice. The Solution will provide a foundation and infrastructure to enable timely, accurate data collection in a field application, and

allow the timely dissemination of information to the field. The Solution will need to have easy-to-use audit functions and streamlined interface with the billing branch applications.

D3. SCOPE OF WORK

D3.1 The Work to be done under the Contract shall consist of the supply and installation of the hardware and software required for an electronic patient care report.

D3.2 This Solution must include:

- (a) Network infrastructure procurement;
- (b) Architecture and design services;
- (c) Installation services;
- (d) Telecommunications provisioning and services;
- (e) Network monitoring and management services;
- (f) Network maintenance and upgrade services;
- (g) Operations Support Systems (OSS) services;
- (h) Customer service and technical support services;
- (i) Training and support;
- (j) Software hosting services;
- (k) Program and project management services.

D4. DEFINITIONS

D4.1 When used in this Request for Proposal:

- (a) "ACP" means Canadian Medical Association accredited Advanced Care Paramedic;
- (b) "Assistant Platoon Chief" means the Paramedic administrative supervisor (1) who is available for each shift to supervise resource management issues;
- (c) "Business Day" means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
- (d) "EMS" means Emergency Medical Services;
- (e) "FIPPA" means the Province of Manitoba's Freedom of Information and Protection of Privacy Act;
- (f) "Personal Information" means all recorded information about an identifiable individual, defined as "personal information" and "personal health information" in the Freedom of Information and Protection of Privacy Act";
- (g) "Fire Medic" means medically trained Firefighters who perform some invasive procedures, e.g. blood glucose monitoring, and who provide some medication, e.g. aspirin;
- (h) "First Responders" means medically trained Firefighters, who provide basic First Aid, CPR, defibrillation, but do not perform invasive procedures or provide medication;
- (i) "Paramedic Scope" means paramedics work within the parameters of specific training.
- (j) "PCR" means Patient Care Report; e-PCR means electronic Patient Care Report system.
- (k) "PCP" means Canadian Medical Association accredited Primary Care Paramedic.
- (l) "PHIA" means the Province of Manitoba's Personal Health Information Act;
- (m) "may" indicates an allowable action or feature which will not be evaluated;

- (n) "Medical Supervisors" means medical personnel who are available each shift, approximately two (2) per shift, and are specially trained to perform low volume high risk paediatric procedures, and field and retrospective audits of medical providers' performances.
- (o) "must" or "shall" indicates a mandatory requirement which will be evaluated on a pass/fail basis;
- (p) "RFP Evaluation Team" means the group of City representatives who will review Bids;
- (q) "should" indicates a desirable action or feature which will be evaluated on a relative scale;
- (r) "Solution" means the WFPS electronic data project as described in this RFP; the "Solution" includes the foundation and infrastructure required for timely, secure and accurate data collection in the field, the dissemination of information to the field, and the tracking and reporting of activity;
- (s) "Submission Deadline" and "Time and Date Set for the Final Receipt of Bids" mean the time and date set out in the Bidding Procedures for final receipt of Proposals;
- (t) "Value" means the overall worth of the Solution to the City, and is not tied inflexibly to price.
- (u) "WFPS" means the City of Winnipeg Fire Paramedic Service.
- (v) "WRHA" means Winnipeg Regional Health Authority.

D5. CONTRACT ADMINISTRATOR

D5.1 The Contract Administrator is:

Tamara Coombs
Quality Improvement Manger
Winnipeg Fire Paramedic Service
2nd Floor, 185 King Street, Winnipeg, MB R3B 1J1
Telephone No. (204) 986-7566
Facsimile No. (204) 986-2098

D5.2 At the pre-commencement meeting, the Contract Administrator will identify additional personnel representing the Contract Administrator and their respective roles and responsibilities for the Work.

D6. CONTRACTOR'S SUPERVISOR

D6.1 At the pre-commencement meeting, the Contractor shall identify his designated supervisor and any additional personnel representing the Contractor and their respective roles and responsibilities for the Work.

D7. NOTICES

D7.1 GC.7.05 is hereby amended to delete reference to "registered mail" and to replace same with "ordinary mail".

D7.2 GC.7.05 is further amended hereby to include delivery by facsimile transmission (fax) as an acceptable means of delivering notices, consents, approvals, statements, authorizations, documents or other communications required or permitted to be given under this Contract. Deliveries by fax will be deemed to have been received on the day of delivery, if a business day, or if not a business day, on the business day next following the day of delivery.

D7.3 Further to GC.7.05, all notices, consents, approvals, statements, authorizations, documents or other communications to the City, except as expressly otherwise required in D7.4, D7.5 or

elsewhere in the Contract, shall be sent to the attention of the Contract Administrator at the address or facsimile number identified in D5.1.

- D7.4 All notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer at the following address or facsimile number:

The City of Winnipeg
Chief Administrative Officer Secretariat
Administration Building, 3rd Floor
510 Main Street
Winnipeg MB R3B 1B9
Facsimile No.: (204) 949-1174

- D7.5 All notices, requests, nominations, proposals, consents, approvals, statements, authorizations, documents or other communications required to be submitted or returned to the City Solicitor shall be sent to the following address or facsimile number:

The City of Winnipeg
Corporate Services Department
Legal Services Division
185 King Street, 3rd Floor
Winnipeg MB R3B 1J1
Facsimile No.: (204) 947-9155

D8. CONFIDENTIALITY AND OWNERSHIP OF INFORMATION

- D8.1 Information provided to the Contractor by the City or acquired by the Contractor during the course of the Work is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator.
- D8.2 The Contract, all deliverables produced or developed, and information provided to or acquired by the Contractor are the property of the City. The Contractor shall not disclose or appropriate to its own use, or to the use of any third party, all or any part thereof without the prior written consent of the Contract Administrator.
- D8.3 The Contractor shall not make any statement of fact or opinion regarding any aspect of the Contract to the media or any member of the public without the prior written authorization of the Contract Administrator.

D9. INDEMNITY

- D9.1 Notwithstanding GC.7.03, the Contractor shall save harmless and indemnify the City against all costs, damages or expenses arising from actions, claims, demands and proceedings, by whomsoever brought, made or taken as a result of acts or omissions of the Contractor, his Subcontractors, employees or agents in the performance or purported performance of the Work, except to the extent that such action, claim demand or proceeding is based upon negligence or willful malfeasance by the City.
- D9.2 In the event that any action, claim, demand or proceeding is brought or made against the City with respect to the unauthorized use of any design, device, material or process covered by letters patent, copyright, trademark or trade name in connection with the Work, the City shall give notice in writing thereof to the Contractor, and the Contractor shall thereupon have the option of contesting the same or the validity thereof by appropriate legal proceedings. If the Contractor shall so elect, it shall give notice in writing to the City within seven days of the aforesaid notice from the City. On final determination of such action, claim, demand or

proceeding, the Contractor shall immediately pay any judgment rendered against the City with all proper costs and charges.

- D9.3 Except as provided in D9.1, the City has the right acting reasonably and upon notice to the Contractor, to settle any action, proceeding, claim or demand and charge the Contractor with the amount so paid or to be paid in effecting a settlement.
- D9.4 The Contractor shall pay to the City the value of all legal fees and disbursements required to settle any such claim or to defend the City against any such claim, action, proceeding, claim or demand notwithstanding that the settlement or defence of the said action, proceeding, claim or demand was undertaken on behalf of the City by a salaried employee of the City.
- D9.5 If the Contractor fails to make any payment required to be made to the City pursuant to D9.2 , D9.3 , and D9.4, the City shall be entitled to deduct the amount of such payment from any payment required to be made by the City to the Contractor under the Contract or take whatever other remedies against the Contractor that the City may have at law.

D10. INTELLECTUAL PROPERTY RIGHTS

- D10.1 The Bidders should indicate their willingness for the City to own all intellectual property rights, including (without limitation) copyright, in and to all deliverables provided by a Contractor and its sub-consultants under any Contract.
- D10.2 Where the City is in possession of software containing or constituting confidential proprietary information belonging to third parties, the Contractor, its officers, directors, partners, contract personnel, agents and employees shall not, except in the usual incidental manner genuinely necessary for the intended use of such software on the equipment of the City, the Bidders should indicate their willingness to allow the City to analyze, copy, decompile, disassemble, translate, convert, reverse engineer or duplicate any physical embodiment or part thereof, or permit any person to do so, or divulge to any unauthorized person the ideas, concepts or techniques thereof, or make any other improper use thereof; and fully defend, save harmless and indemnify the City from and against any loss or damages suffered by the City as a result of any failure by the proponent, its officers, directors, partners, contract personnel, agents and employees or any of them to comply with the provisions hereof.
- D10.3 The Bidder should indicate their willingness to agree that, despite the termination or expiry of any Contract by the parties, all systems, software (including (without restriction) all sub-systems thereof and any customizations, enhancements or modifications thereto), programming material, operating instructions resulting from or developed for or pursuant to the Solution or the Contract and other products/results of the Solution, including (without restrictions) codes, documents, designs, plans, drawings, disks, models, methodologies, notes, specifications, and tapes (even in they are a work in progress) resulting from or developed for or pursuant to the Solution or the Contract, including all copyright and other intellectual property rights therein, shall, upon creation, become the sole absolute property of the City. For this purpose, the Bidder hereby grants, or to the extent of any third party's interest shall cause to be granted, to the City an absolute, full, irrevocable and unconditional assignment of all copyright and other intellectual property rights that it or any such third party (including subcontractors and suppliers) may have therein for the entire terms of such copyright and other intellectual property rights.
- D10.4 The Bidder should indicate their willingness for all rights, titles and interest in or to any idea, invention or material (whether same can be copyrighted, patented or otherwise protect in law or not) conceived or developed as a result of the Solution provided by the Bidder or its personnel (including subcontractors and suppliers) to become the sole property of the City; and the Proponent hereby undertakes and shall ensure that all of its personnel undertakes to disclose any idea, invention or material so resulting from the Solution to the City, and, at the City's request, to execute promptly documents (including without limitation assignments of title and

moral rights waivers) in favour of the City and do promptly anything else reasonable necessary to enable the City to secure copyright, patent or other protection thereof.

- D10.5 Bidders should indicate their willingness to place all Solution applications and developed software source code into escrow on terms satisfactory to the City, to mitigate the effect from potential business failure or discontinued support.

SUBMISSIONS

D11. AUTHORITY TO CARRY ON BUSINESS

- D11.1 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.

D12. INSURANCE

- D12.1 The Contractor shall provide and maintain commercial general liability insurance, in the amount of at least five million dollars (\$5,000,000.00) all inclusive, with The City of Winnipeg added as an additional insured; such liability policy to also contain a cross-liability clause, contractual liability, non-owned auto liability, unlicensed motor vehicle liability and a products and completed operations endorsement to remain in place at all times during the performance of the Work.
- D12.2 Automobile liability insurance for owned automobiles used for or in connection with the project in the amount of at least two million dollars (\$2,000,000.00) to remain in place at all times during the performance of the Work.
- D12.3 Deductibles shall be borne by the Contractor.
- D12.4 The Contractor shall provide the Contract Administrator with adequate evidence of insurance detailing all requirements in D12.1 and D12.2 at least two (2) Business Days prior to the commencement of any Work on the Site but in no event later than the date specified in GC.3.01 for the return of the executed Contract.
- D12.5 The Contractor shall not cancel, materially alter, or cause the policy to lapse without providing at least fifteen (15) Calendar Days prior written notice to the Contract Administrator.

D13. SECURITY CLEARANCE

- D13.1 Each individual proposed to perform Work within City facilities other than in areas and times normally open to the public, and in respect to the Solution generally (e.g. data management) shall be required to obtain a Criminal Record Search Certificate from the police service having jurisdiction at his place of residence.
- D13.2 Prior to the commencement of any Work, 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 Criminal Record Search Certificate obtained not earlier than one (1) year prior to the Submission Deadline, or a certified true copy thereof, for each individual proposed to perform Work within City facilities or on private property.
- D13.3 Any individual for whom a Criminal Record Search Certificate is not provided, or for whom a Criminal Record Search Certificate indicates any convictions or pending charges related to

property offences or crimes against another person, will not be permitted to perform any Work within City facilities or on private property.

- D13.4 Any Criminal Record Search Certificate obtained thereby will be deemed valid for the duration of the Contract subject to a repeated records search as hereinafter specified.
- D13.5 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 criminal records search. Any individual who fails to provide a satisfactory Criminal Record Search Certificate as a result of a repeated criminal records search will not be permitted to continue to perform Work under the Contract within City facilities or on private property.
- D13.6 provide and maintain Workers Compensation coverage throughout the term of the Contract, and shall provide the Contract Administrator with evidence thereof upon request.

CONTROL OF WORK

D14. COMMENCEMENT

- D14.1 The Contractor shall not commence any Work until he is in receipt of a letter of intent from the Award Authority authorizing the commencement of the Work.
- D14.2 The Contractor shall not commence any Work on the Site until:
- (a) the Contract Administrator has confirmed receipt and approval of:
 - (i) evidence that the Contractor is 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;
 - (ii) evidence of the insurance specified in D12; and
 - (iii) the security clearances specified in D13.
 - (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.
- D14.3 The Contractor shall commence the Work on the Site within seven (7) Calendar Days of receipt of the letter of intent.

D15. CRITICAL STAGES

- D15.1 The Contractor shall achieve critical stages of the Work in accordance with the following requirements:
- (a) Demonstrate capabilities of system to front line user, with local parameters, by December 2006.

D16. TOTAL PERFORMANCE

- D16.1 The Contractor shall achieve Total Performance within eight hundred and forty (**840**) consecutive Calendar Days of the commencement of the Work as specified in D14.3.
- D16.2 When the Contractor or the Contract Administrator considers the Work to be totally performed, the Contractor shall arrange, attend and assist in the inspection of the Work with the Contract Administrator for purposes of verifying Total Performance. Any defects or deficiencies in the Work noted during that inspection shall be remedied by the Contractor at the earliest possible instance and the Contract Administrator notified so that the Work can be reinspected.

D16.3 The date on which the Work has been certified by the Contract Administrator as being totally performed to the requirements of the Contract through the issue of a certificate of Total Performance is the date on which Total Performance has been achieved.

D17. LIQUIDATED DAMAGES

D17.1 If the Contractor fails to achieve Total Performance in accordance with the Contract by the day fixed herein for Total Performance, the Contractor shall pay the City \$ 526.00 per Calendar Day for each and every Calendar Day until the deadline, equipment, service requirement has been met. Specified times will be pre-determined and mutually agreed upon, changes to deadlines will be discussed and mutually agreed upon.

D17.2 The amount specified for liquidated damages in D17.1 is based on a genuine pre-estimate of the City's losses in the event that the Contractor does not achieve Total Performance by the day fixed herein for same.

D17.3 The City may reduce any payment to the Contractor by the amount of any liquidated damages assessed.

MEASUREMENT AND PAYMENT

D18. INVOICES

D18.1 Further to GC.9.01 and notwithstanding GC.9.03, the Contractor shall submit an invoice for the Work performed pursuant to the arranged payment schedule. Revise D18.1 if necessary, e.g., "... monthly invoices for all Work performed during the previous calendar month."

D19. WARRANTY

D19.1 Notwithstanding GC.10.01 and GC.10.02, the warranty period for each item of Work supplied shall begin on the date placed into service by the City and shall expire three (3) years thereafter unless extended pursuant to D19.3, in which case it shall expire when provided for thereunder.

D19.2 Further to D19.1, for any additional units received by the City, the warranty period for each item of Work supplied shall begin on the date placed into service by the City and shall expire three (3) years thereafter unless extended pursuant to D19.3, in which case it shall expire when provided for thereunder.

D19.3 Further to GC.10.01, if a defect or deficiency prevents the full and normal use or operation of the Work or any portion thereof, for purposes of calculating the warranty period, time shall be deemed to cease to elapse for the defective or deficient portion, and for any portion of the Work whose use or operation is prevented by such defect or deficiency, as of the date on which the defect or deficiency is observed or the use or operation is prevented and shall begin to run again when the defect or deficiency has been corrected or the Work may be used or operated to the satisfaction of the Contract Administrator.

D19.4 Notwithstanding GC.10.01, GC.10.02 and B19.3, if any law of Manitoba or of the jurisdiction in which the Work was manufactured requires, or if the manufacturer provides, a longer warranty period or a warranty which is more extensive in its nature, then the provisions of such law or manufacturer's warranty shall apply.

PART E - SPECIFICATIONS

E1. GENERAL

- E1.1 These Specifications shall apply to the Work.
- E1.2 The responses:
- (a) shall be clear; and
 - (b) should explain what work is out of the scope of the Work of this Contract or considered to be work that only City staff can do.
- E1.3 The Solution should allow for field data entry and retrieval, while the initial focus will be the Patient Care Report (PCR) for Paramedics and Fire Medics, it is expected that the Solution will be able to document other field reports in the future, e.g. Fire Field reports, precepting, etc. It should be understood that though current field requirements are defined in terms of the Patient Care Report, in future, it is expected that the Solution will be able to accommodate field data that is not related to the PCR.
- E1.4 A comprehensive range of specifications is included in this section, including, but not limited to functional, technical, project management, and general service provision.

E2. INSTRUCTIONS FOR RESPONSE FORMAT

- E2.1 Further to E1.2, for each of the technical specifications listed in “Part E”, when the Bidder Compliance Score (BCS) column is not shaded (i.e. white), Bidders shall indicate the BCS. When the BCS column is shaded gray (e.g. non-technical requirements) the Bidder is not required to indicate a BCS for that clause. Clauses or text where the scoring section is shaded black represent clause levels, or explanatory narrative; no response is expected. Non-technical specifications will be scored on how well the requirement is explained by the Bidder. Note: Failure to respond to any clause that requires a response will be interpreted as a “do not comply” answer.
- E2.2 The Bidder should provide an “explanation” for all clauses. Explanations may range from a number of type-written pages to a single sentence. Note: Bidders are requested NOT to reiterate the clause in their Proposal Submission.

E2.3 Bidder Compliance Scores are based on the following:

Letter Score	Description	“Explanation” Expectations
S	Requirement is fully supported (e.g. no customization required).	Provide a full explanation of how your Solution is able to fulfill this requirement. Your response will be rated based on the explanation you provide.
T	Requirement is supported using third party resource (e.g. software application).	Explain what third party software application is required, any integration requirements, and the Bidder’s relationship with the third party.
NR	Requirement will be fully supported at no cost to the City. (i.e. Timeframe is next release plus six (6) months)	Explain what the major functionality of this new release will be, and if the Bidder supplies any guarantees to ensure this functionality, and timely application of the new release.
CI	Requirement requires customization at no additional cost to the City (customization included).	Explain the amount of customization required to perform the requirement.
CE	Requirement is supported with customization at additional cost to the City (customization excluded).	Explain the amount of customization required to perform the requirement, and an approximate cost plus work effort (delivery timeframe) required to perform / provide the customization.
N	Requirement is not supported.	Comments not expected, but permissible.

E2.4 Further to E2.1 and E2.2, for non-technical requirements, the Bidder should explain their ability to comply and provide examples. For clauses where the Bidder is not required to document a compliance score, the bidder is still required to respond by way of narrative explanation. A number of requirements ask for supporting information, schematics, or explanation. If the Bidder feels it is necessary to do so within a separate document, reference that document in the comments section; keeping in mind that it is the City’s preference that the Bidder’s Proposal is self-contained in a single document.

E2.5 The following documents are referred to throughout Section E. The following table provides a summary and their references.

- (a) Copies of WFPS Medical Protocols may be obtained by contacting the Contract Administrator.

<i>Document Reference (in order of appearance)</i>	<i>Document content</i>	<i>Approx. Volume</i>
A	Description of The City's Desktop Standards	1 page
B	WFPS Information Technology Branch Server Build Standards	1 page
C	Examples of research forms for collection of data for research, audits or patient questionnaires by Operations and Support Services e.g. Thrombolytic Checklist, Morphine / Fentanyl Study	20 pages
D	List of criteria when specific billing fields are needed (eg. employer name for WCB accidents)	2 pages
E	Sample of a comprehensive patient assessment, e.g. scanned PCR	2 pages
F	Detailed components of scores and indexes used in patient assessments	10 pages
G	Sample of current patient treatment documentation, e.g. scanned copy of PCR, Diagnosis and Drug codes	3 pages
H	Copies of WFPS Medical Protocols (ALS, BLS)	100+ pages
I	Copy of patient refusal form and copy of policy	3 pages
J	Formulas to be used with built in calculators and found in the input sections of treatments	2 pages
K	Sample of all (relative) current forms that are used within WFPS (e.g. Controlled Medications Inventory, Drug Kit Forms, Daily Vehicle Checklist)	20 pages
L	Current PCR process flow chart, showing an example of a current PCR lifecycle and associated applications	1 page
M	Billing data that is required by the current process and that which would be required with the new Solution	2 pages

		Bidder Compliance Score Required where the box is white
PROJECT OVERVIEW		
E3.	OVERVIEW	
E3.1	Provide an overview of the proposed system, including a brief description of all modules supported by the system.	
E3.2	Describe why your Solution is superior to others and best meets the requirements of the City.	
E3.3	Describe how your Solution will meet the key Project Deliverables described within this document.	
E3.4	Describe an overview of your preferred implementation strategy, given the information provided in this RFP.	
E3.5	Describe your ongoing system support strategies that ensure optimal performance and customer satisfaction.	
E3.6	Describe how your Solution would function in an enterprise-wide environment and in particular how your Solution set could support a longitudinal view of patient healthcare data across a continuum of care, i.e. beyond the single facility or institution. Reference to current practices and clients are encouraged.	
E3.7	Include other pertinent information. As applicable, the Bidder should include any other information you deem appropriate to demonstrate your capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E4.	COMMITMENT TO TECHNOLOGY	
E4.1	State how many years your organization has been in the e-PCR business.	
E4.2	State your percentage of e-PCR product revenue growth for each of the past three fiscal years.	
E4.3	State your committed e-PCR Research and Development funding over each of the next three years.	
E4.4	State your percentage of revenue that is devoted to e-PCR Research and Development for an average three-year period.	
E4.5	State your company's Revenue in e-PCR product for the last complete fiscal year.	
E4.6	State your committed (overall) Research and Development funding for each of the next three years.	
E4.7	Describe your participation in standards forums.	
E4.8	State your overall market share.	
E4.9	State your overall e-PCR market share.	

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E4.10	State your overall percentage of sales.	
E4.11	State your overall percentage of sales for Solution.	
E4.12	Describe your training and support infrastructure.	
E4.13	Describe your certification programs.	
E4.14	Describe your methods for interoperability testing.	
E4.15	Describe your compliance & upgrade policies (providing particular detail in regard to the first 5 years of the contract (if lease option)).	
E4.16	Include other pertinent information. As applicable, the Bidder should include any other information you deem appropriate to demonstrate your commitment to technology and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E5. PROJECT APPROACH		
The following points are general requirements intended to demonstrate the Bidder's ability to provide Project Management needs for the electronic data collection project.		
E5.1 Project Organization & Life Cycle		
(a)	Provide details of your suggested methodology for project organization and the effective execution of the project over its entire life cycle.	
(b)	Describe major work phases or milestones to be considered.	
(c)	Provide an overview of the techniques and methods to be used for planning.	
(d)	Provide an overview of the techniques and methods to be used for analysis.	
(e)	Provide an overview of the techniques and methods to be used for design.	
(f)	Provide an overview of the techniques and methods to be used for testing.	
(g)	Provide an overview of the techniques and methods to be used for implementation.	
E5.2 Project Management Methodology		
(a)	Provide details of your suggested approach to managing the project. Include elements such as, but not limited to –	
(i)	Bidder/WFPS work arrangements	
(ii)	Project Team Members	
(iii)	Project Team Structure	
(iv)	Reporting structure and schedule, etc.	
(v)	Proposed Project Control Evaluation Checkpoints: Identify and describe the major milestone and dates, etc. related to project control evaluation checkpoints.	
(vi)	Describe Validation and Acceptance plan. Describe the details of how managing requirements additions and changes would be addressed after contract award. Describe your decision request process.	
(vii)	Describe Communication Plan.	
(viii)	Change control procedures.	

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(ix)	Problem management procedures. Describe the management of project issues, escalation, open issues, pending decisions, etc.	
(x)	Tracking and reporting mechanisms and responsibilities.	
(xi)	Proposed Configuration Management Plan. Demonstrate the maturity of your methodology and list plans with sufficient detail required to accomplish the objective of the plan. Reference to current certifications or industry practices are encouraged.	
E5.3 Approach to Risk Management		
(a)	Describe your suggested approach to risk management and risk sharing between the City and Contractor for the duration of this contract. Identify and describe key risks, including constraints and assumptions and planned responses for each, etc.	
E5.4 Approach to Continuous Quality Improvement		
(a)	Provide a complete description of your Continuous Quality Improvement processes.	
(b)	Where / If applicable, indicate the status and level of ISO 9000 compliance, and what it means to the City.	
E5.5 Critical Success Factors (& Others)		
(a)	Provide a description of, and rationale for, the critical success factors you believe are relevant to this project, based on past experience with projects of a similar nature.	
(b)	Provide a description of any other factors that you feel should be of particular interest or concern to the City, along with reason(s) for their importance.	
(c)	Describe valuable lessons learned from previous e-PCR installations.	
E5.6 Other Pertinent Information		
(a)	As applicable, the Bidder should include any other information you deem appropriate to demonstrate your project management capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E6. SYSTEM CAPABILITIES		
The following section requests information about the Bidder's proposed Solution. The City expects Bidder responses to be at the architectural / framework level or general functionality. The Bidder is encouraged to provide more detail or pertinent information in topic areas that will differentiate their Solution.		
E6.1	The Bidder's Solution should support and address City and Department guidelines and preferences (e.g. LAN standards, Desktop Standards e.g. Microsoft Office, anti virus standards)	
E6.2	City guidelines promote the use of non-proprietary systems which, through their concise, published documentation and adherence to common development standards, allow client maintenance and enhancement and encourage the provision of modular, portable, real time systems with separation of functionality.	
E6.3	The requested Solution should be based on a client/server implementation.	
E6.4	The database architecture must be based on relational database technology, preferably DB2 (Majority of WFPS uses DB2) and Oracle (majority of City using Oracle (e.g. PeopleSoft)), MS SQL (Great Plains).	

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E6.5	Access to the databases must be available through third party query products using industry standard SQL calls.	
E6.6	The proposed Solution should have the capability to use conventional Canadian measures, calculations, formatting, and terminology as a default throughout all application functions.	
E6.7	Base Functionality	
Base Functionality should be a comprehensive, integrated Solution oriented to the needs of EMS patient care reporting requirements and able to disseminate information. A general description is expected under this heading while the key functional capabilities should be described under the section headings below. Reference to standard published documentation should be included as supporting documentation.		
(a) Describe base functionality, in general terms.		
E6.7.1	Base Hardware Platforms (mobile /desktop devices (not servers))	
(a) Describe the minimum and / or recommended hardware platform(s) upon which the proposed base software can operate.		
(b) If one hardware platform is recommended, that fact should be indicated along with the reason for the recommendation.		
E6.7.2	Base Software Platforms	
(a) Describe the software platform(s) upon which the proposed base software can operate. At minimum, this section must specifically describe		
(i) operating system platform(s)		
(ii) database management system platform(s) that are supported		
(iii) other platforms as necessary		
(b) If one software platform is recommended, that fact should be indicated along with the reason for the recommendation.		
E6.7.3	Base Telecommunications	
(a) Describe the base technologies proposed for secure wireline and secure wireless data transfer supporting the client units.		
(b) Describe your most cost effective solution in terms of wireless connectivity from both wide and local areas and provide cost estimates.		
(c) Demonstrate how the proposed design would provide a high level of reliability during data transfer. (The key is to ensure that the data traffic is managed to ensure delivery of data files in both upload and download directions without interfering with data collection activities.)		
(d) Indicate possible points of failure and strategies to deal with failures.		
(e) Describe how this level of fault tolerance can be maintained as the Solution grows and changes.		
E6.7.4	Base User Functionality	
(a) Describe the base Solution user interface functionality.		
(b) Describe security features.		
(c) Describe how data is inputted.		
(d) Describe how data is collected for the general areas of a PCR.		

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(e)	Describe which proposed features work when client is disconnected from the server and those that require connection to the server.	
E6.7.5	Tools & References	
(a)	Describe any tools or references that are available for use by the Field Staff.	
(b)	Describe which proposed features work when the client is disconnected from the server and those that require connection to the server.	
(c)	Describe how the tools and reference materials would be updated.	
E6.7.6	Reports	
(a)	Describe any reports and functions related to reporting in the Solution software.	
(b)	Describe the software required by the City to edit existing reports, and / or create ad hoc reports.	
E6.7.7	Capability for Customization	
The City anticipates both a need for tailoring and/or customization during this project as well as a need for City personnel to be able to maintain and modify the system on an ongoing basis in the future (depending on purchase or lease optioning).		
(a)	Describe the general architectural features of your proposed Solution that will facilitate keeping the proposed system abreast of user requested, regulatory or operational changes.	
(b)	Describe the general architectural features of your proposed Solution that will accommodate future hardware technological advances.	
(c)	Describe the general architectural features of your proposed Solution that will accommodate future software technological advances.	
(d)	Include details on the proposed development environment that would be used by you and / or City personnel.	
(e)	Describe the general architectural features of your proposed Solution that will allow City staff to edit and modify reports.	
E6.7.8	Capability for Interfaces with Other Systems	
Data must be uploaded to the Solution application from a variety of systems, and data must also be downloaded from the Solution application to a variety of systems. It is likely that in the future the Solution system will need to link with systems that are not yet developed, the Solution system is expected to be adaptable in this regard. Current Systems include, but are not limited to – Lynx Graphics CAD (DB2), Medtronics Physio-Control LIFEPAK 12/500 Monitor / Defibrillator, Lynx Graphics Precepting Program (DB2), Lynx Graphics Billing application (DB2), Lynx Graphics Roster (Fire & EMS), Great Plains (MS SQL), PeopleSoft (Oracle 8i/9i).		
a)	The Solution system must securely interface with the current CAD (DB2) system.	
b)	The Solution system should securely interface with the other systems mentioned above, but should demonstrate flexibility as it is anticipated that some of these systems will change in future.	
c)	The bidder should describe its preferred applications (e.g. brands) for the above systems.	
d)	Describe the features of your proposed Solution that make it uniquely capable of interfacing to other external systems in a consistent, timely, effective, and non-disruptive manner.	
e)	Describe your experience and/or vision for integrating systems with a Hospital (Emergency Dept.) Electronic Patient Record (EPR)/tracking system. Reference	

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to current practices and clients are encouraged.		
E6.7.9	Scalability & Upgradeability	
	(a) Describe how each aspect of your proposed Solution can be scaled to meet new and changing requirements while protecting the City's investment in earlier phases of the project.	
	(b) Describe upgrade policies.	
	(c) Describe upgrade strategies.	
	(d) Describe upgrade procedures for software. (e.g. minor software changes, major version changes, critical updates and security patches, antivirus updates).	
	(e) Describe any other features that would increase the longevity of the proposed Solution, and protect the City's investment in Solution technology.	
	(f) Describe how additional applications would be added onto the proposed system. This would include features of your application and technology that make it superior. Reference to current practices and clients are encouraged.	
E6.7.10	Serviceability	
	(a) Describe how your proposal addresses the issue of serviceability, whether it's integral to the design of the Solution.	
	(b) Describe other expertise and tools that may be needed to assist the City in troubleshooting Solution system problems during installation, or during the day-to-day operation of the Solution.	
	(c) Describe how potential problems could be identified before they have significant impact on the user.	
	(d) Describe ease of diagnosing and isolating problem areas.	
	(e) Describe how the proposed solutions allow for the early identification of problems, and how that limits both the severity and the magnitude of the problems.	
	(f) Describe maintenance options.	
	(g) Describe service options.	
	(h) Describe the availability of service personnel.	
E6.7.11	Testing & Acceptance	
	(a) Describe your proposed methodology for Acceptance Testing.	
	(b) Describe how you intend to prove, and guarantee the functionality, performance and capacity of the installed Solution.	
E6.7.12	Enterprise / Architecture	
	(a) Describe how the proposed Solution could work with a separate Enterprise Master Patient Index (EMPI) that integrates and consolidates patient indexes from multiple registration systems across the province into a single index, providing centralized summaries of patient demographic and possibly encounter information. This would include features of your application and technology that make it superior in this regard. Reference to current practices and clients are encouraged.	
	(b) Describe how your architecture currently supports or plans to support service oriented architecture (SOA) that would permit the flexible and low cost addition of functionality and specialized services (e.g. Simple Object Access Protocol	

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	(SOAP), Web Services Description Language (WSDL), Universal Description, Discovery and Integration (UDDI), Health Level Seven (HL7.v3)) Reference to specific standards, features, and your initiatives is encouraged.	
(c)	Describe how your architecture currently supports or plans to support integration with future services and information sources arising from regional, provincial, and national initiatives such as a Provincial EMPI, Provider Registry, Client Registry, Location Registry, Western Electronic Health Record Regional Collaboration (WERC), Comprehensive Health Insurance Initiative (CHII). Reference to specific standards, features, and your initiatives is encouraged.	
(d)	Describe how your Solution would support a single sign-on and context management capability (in a heterogeneous environment) using CCOW (Clinical Context Object Workgroup) or other technology. Reference to specific standards, features, and initiatives is encouraged.	
(e)	Describe your experience in the implementation of Canadian Institute for Health Information (CIHI) MIS guidelines. Reference to current practices and clients are encouraged.	
E6.7.13	Other Pertinent Information	
(a)	As applicable, the Bidder should include any other information you deem appropriate to demonstrate your system capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
Detailed Requirements		
E6.8	INFRASTRUCTURE / OPERATING ENVIRONMENTS	
E6.8.1	Mobile Workstation Units	
	(a) Equipment Supply	
The mobile workstations will equip the mobile EMS ambulances and Fire Medic / Emergency Medical Responder (EMR) units. The proposed workstations must be specified to meet the rugged field working environment. (There is currently no City standard for this platform).		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	Describe how the mobile workstation was dropped tested and its overall score in drop testing.	
(iii)	The mobile workstation should be powered in such a way that it works in the field for 15 hours without opportunity for recharge, and should recharge at intermittent intervals (e.g. in ambulance on route to another call). Recharge in field should be possible.	
(iv)	The mobile workstation screens should be readable in both sunlight and lowlight.	
(v)	The mobile workstation should be able to be waterproof.	
(vi)	The mobile workstation should function in extreme hot and cold temperatures.	
(vii)	It should be possible to keep the mobile workstation sanitary (i.e. thoroughly clean the mobile hardware should it be contaminated by bodily fluids at the scene).	
(viii)	The preferred method for input is touchscreen, finger-point entry.	
(ix)	The touchscreen should accommodate data entry via "stylus-type" utensil. (i.e. that is not a manufacturer's stylus but any pointed instrument that could be used for "writing".)	
(x)	Describe the operational components of the systems, for example, hardware	

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	components, operating system, database engine, network interface, peripheral units, communications interfaces required to support the operation of the software etc.	
(xi)	Describe the basic configuration of the mobile workstation including any peripherals for:	
	1. Mobile detached operation	
	2. Secure/mounted operation with the emergency vehicle	
	3. Operation at a hospital or care facility.	
	4. Operation / Charging the tablet at the Paramedic / Hall Station	
(xii)	Describe the maximum number of mobile units, ports and devices which can be accommodated by the Bidder's proposed configuration without negatively impacting performance.	
(xiii)	Describe in-vehicle printing solutions and hardware, include product names and manufacturers.	
(xiv)	Identify recommended product names and manufacturers.	
(xv)	Specify the number of communication ports, and built in wireless devices available for the brand of hardware submitted.	
(xvi)	The proposed hardware and operating system should have a local presence in Winnipeg, or have arrangements made to provide support "onsite" within 4 hours or less. Describe who provides the local support.	
(xvii)	The mobile workstation, if it includes a swivel screen, should have the capability to "lock" the swivel portion of the mobile unit open (in order to prevent breakage, etc.)	
(xviii)	The mobile workstation should have the ability to indicate "ownership" at a glance, i.e. in the field it must be clear which tablet belongs to which crew.	
(xix)	Describe provisions of the mobile workstation which address issues of user ergonomics.	
(b) Detached Operation		
The workstation will be used in a mobile setting as a detached unit. It will be used to collect patient and event information. This information may be collected outside the EMS vehicle at the scene, in the patient compartment during transport to the hospital and at the hospital. At a hospital or patient care facilities the PCR information (and triage note) will be printed (and potentially downloaded) to provide patient care information to their on-site patient care staff. In the near future WRHA Emergency Departments will be using EDIS (Emergency Department Information System) patient tracking software. It is mandatory the Solution system function in these environments. Maintaining secure wireless connectivity is vital.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E6.8.2 Docking Workstations or Equivalent Functionality		
Ambulance units normally are in continuous service for 3 to 4 weeks before they are taken in for preventative servicing. Fire emergency vehicles follow a similar maintenance schedule. Both day and night shifts are 12 hours for EMS, and 10 and 14 hours for Fire personnel. The city also has Ambulance Peak and Transfer Units in effect during different hours of the day, until midnight. The Solution system must function in this environment.		
(a)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(b)	Much of the mobile workstations use will be as a detached unit but it is necessary to have a place to store/mount the workstation.	
(c)	Acknowledge understanding of this requirement and describe how the	

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workstation may facilitate the following:		
(i)	Continued data input	
(ii)	Charging the mobile workstation	
(iii)	Handling communication to the Solution server and the dispatch (CAD) system	
(iv)	Linking to other peripherals and input devices that would reside in the EMS vehicle and/or WFPS station. (e.g.: printer, monitor/defibrillator, digital camera, etc.)	
(v)	The docking/mounting hardware should allow for easy removal and insertions of the workstation several times daily, without damage to the connectors.	
(vi)	Safety and ergonomics for the crew.	
E6.8.3 Equipment Configuration		
The Bidder should provide specifications for the workstation, (E.g.: CPU, memory, disk) wiring requirements, any peripheral units and communications interfaces required to support the operation of the software.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	The Bidder should describe the basic configuration of the mobile workstation including any peripherals for:	
	1) Mobile detached operation inside and outside the vehicle	
	2) Mounted operation within the vehicle	
	3) Operation at a hospital or patient care facility or Fire Paramedic Station	
	4) Identify any recommended product names, product numbers, manufacturers, and/or part numbers.	
E6.8.4 Client Operating System/Software		
The City's standard for workstation Operating System (OS) is currently Windows XP Professional for stationary, mobile and laptop workstations. The client component of the Solution software should run on Windows XP Professional or XP Tablet.		
(i)	Describe what your software is certified to run on, ranked by your organization's preference.	
(ii)	The software should be certified to run on Windows XP Professional or XP Tablet. Describe what components of XP Tablet the Solution software takes advantage of for added functionality or user friendliness.	
(iii)	The Solution should be functional on future versions of Windows OS.	
(iv)	For client solutions that are based on commercial off the shelf (COTS) software, provide a list of releases/versions of the base platform products (E.g.: OS, DBMS, etc.) that your products currently support or are based upon. The dates that your products were available in full production mode for these releases/versions should also be included.	
(v)	For custom developed solutions, the Bidder should provide a list of releases/versions of the development tools and the delivery platform (E.g.: OS, DBMS, etc.) that the proposed Solution is based upon.	
(vi)	The Bidder should provide a complete list of all commercial off the shelf (COTS) software that will be installed for the mobile client Solution.	
(vii)	If the Vendor supports XP Tablet the same functionality and reliability is expected as would be provided by Windows XP Professional; acknowledge understanding of this requirement.	
(viii)	The Contractor should provide a copy of all software that will be installed on (mobile) workstations; acknowledge understanding of this requirement.	

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E6.8.5 Printing		
The mobile application should have the ability to print complete and accurate Patient Care Reports to a limited set of industry standard printers, supplied by the City and Winnipeg Regional Health Authority. Printing will be done through one or more of the following options:		
1.	Direct connected to the mobile workstation docking station in the vehicle to the vehicle printer.	
2.	Direct connected to the mobile workstation docking station at the WRHA Emergency Departments.	
3.	Depending on Bidder's proposed equipment configuration, over normal LAN/WAN through RJ45 Ethernet connections.	
4.	Wireless	
5.	WRHA's hospital configuration (If not met by above).	
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	List printers that the proposed Solution is recommended to work with and will not work with.	
E6.8.6 Input Devices		
The City expects a number of input modes to be used to capture information at an event on the mobile device. The primary modes are:		
(i)	On screen input. This is expected to be the primary form of input. The Bidder's software should support this type of input. For example, the user selects from on screen drop down menus.	
(ii)	Touch screen or active screen (using a special stylus-type instrument, e.g. pen end). The Solution software should be designed for use with touch screen, active screen or both. ("Active Screen" uses a special pen, battery or sensor).	
(iii)	Describe any benefits of either touch screen or active screen your software takes advantage of.	
(iv)	Keyboard/Mouse. This is expected to be a secondary form of input. Describe how the Bidder's software Solution supports this type of input.	
(v)	Describe if the system interfaces with bar code technology. (If yes, bar code information should be able to be downloaded and uploaded.)	
E6.8.7 Other Pertinent Information		
(a)	As applicable, the Bidder should include any other information you deem appropriate to demonstrate your infrastructure and operating capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E6.9 Stationary Workstation Units		
Overview		
The stationary workstation will be used to:		
1)	Review and edit of PCR by supervisor.	
2)	Administration of the Solution system.	
3)	Configuration and custom tailoring of the Solution system based on new needs.	
4)	Complete PCRs by field staff when mobile workstation is not available (e.g. hospital)	
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	The Bidder should provide a list of releases/versions of the base platform products (e.g.: OS, DBMS, etc.) that your products currently support or are based upon, and the dates that your products were available in full production mode for these releases/versions.	
(iii)	The Bidder should provide a complete list of all COTS software that will be	

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	installed on the stationary client workstation for the Solution.	
(iv)	The Contractor should provide a copy of all software that will be installed on workstations.	
(v)	The Bidder should provide a preferred stationary workstation configuration to meet the client needs including such times as for CPU, memory, disk, software and peripherals.	
E6.9.2 Operating Environment		
The expected operating environment of City stationary workstations is Windows XP Professional in a conventional office setting with full LAN connectivity.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E6.9.3 Workstation Performance		
Stationary workstations, that regularly used transactions should provide sub-second (<1 sec.) response time 95% of the time and <3 second response time 99% of the time. Reporting of a PCR should be available within 5 seconds. This level should be attained 99% of the time.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E6.9.4 Workstation Application Coexistence		
Document A is a description of The City's Desktop Standards. The Solution application should function within this environment.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Indicate any areas of concern with this environment.	
(ii)	The Bidder should have experience with the products listed in Document A. Describe your experience with the listed products.	
E6.9.5 Other Pertinent Information		
(i)	As applicable, you should include any other information you deem appropriate to demonstrate your workstation capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E6.10 Production Server		
(a) Equipment Supply		
The City expects to purchase the servers from the current Value Added Reseller used by the City. (If the Contractor is responsible for purchasing the server the same restrictions do not apply).		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	Provide the specifications and support requirements for the Solution server(s).	
(iii)	If the Contractor is responsible for purchasing the server, describe warranty coverage for the server(s).	
(b) Base Functionality		
The Solution server(s) are the core of the production Solution system. They should have high availability with complete backup and recovery support at the application and data levels. Automated scheduling tools should be used to initiate daily, weekly, and monthly tasks that provide this functionality.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Explain the automated scheduling tools.	
(c) Servers		

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<p>The Servers(s) should be located within the Department's Server Centre, or at an alternate but equally accessible location (e.g. Public Safety Building). The servers should be managed under the Department's protocols and tools for scheduling, backup recovery, access security, resource monitoring, virus protection, capacity planning and business continuance. The Department IT Branch does not operate on a 24 x 7 basis, and has no plan to do so in the future. The Contractor would be required to provide an additional local back up solution. (There is a plan to implement a "City Server Center" as part of the "Right IT Project"; it is expected to operate on a 16 x 7 basis).</p>		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe any concerns with this requirement.	
(ii)	The Solution should utilize technologies that have been adopted by the City. The Solution server application should run on Windows 2003 Server environment. Describe how the Bidder's Solution accommodates this.	
(iii)	The Bidder should provide a preferred <u>application server</u> configuration to meet the City's needs including such items as for CPU, memory, disk, software and peripherals. Also identify requirements, if any, for redundant backup or fail-over devices for application server.	
(iv)	The Bidder should provide a preferred <u>database server</u> configuration to meet the City's needs including such items as for CPU, memory, disk, software and peripherals. Also identify requirements, if any, for redundant backup or fail-over devices for application server.	
(v)	The Department IT Branch anticipates requiring several scheduled server outages per year of approximately 2 hours in duration for maintenance. The Bidder's Solution should accommodate this requirement, taking into consideration the 24x7 availability requirement for the Solution system.	
(vi)	Describe how the Solution would accommodate power outages.	
(vii)	Describe how server upgrades / patches will be approved, pre-tested, and implemented.	
(viii)	List any hardware devices (E.g.: dongles, telephony PCI cards, etc.) required to be installed/attached to the server. Also state if these devices are on the Microsoft hardware compatibility list for Windows 2003 Server.	
(ix)	The Solution application should run as a service (i.e. starts automatically and invisibly runs in the back ground). Describe how the Solution runs as a service.	
(x)	Describe if the Solution application requires a session to be permanently logged on.	
(xi)	For server solutions that are based on package software, the Bidder should provide a list of releases/versions of the base platform products (E.g.: OS, DBMS, etc.) that your products currently support or are based upon. The dates that your products were available in full production mode for these releases/versions should also be included.	
(xii)	For custom developed solutions the Bidder should provide a list of releases/versions of the development tools and the delivery platform (E.g.: OS, DBMS, etc.) that your proposed Solution is based upon.	
(xiii)	The Bidder should provide a complete list of all COTS software that will be installed on the server for the Solution.	
(xiv)	The Department IT Server Group builds all servers using a set of rigorous standards (see Document B), describe any concerns.	
(d) System Availability		
As applicable, the City will build the server environment. The Solution should deliver 99.99% server uptime (or less than 1 hour of unplanned downtime in a year).		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe any concerns with this	

		Bidder Compliance Score Required where the box is white
	requirement.	
(ii)	Describe ways the City can take advantage of the Bidder's application architecture given the City's infrastructure.	
(iii)	Describe how the system is capable of operating in a geographically dispersed environment for contingency planning and disaster recovery purposes.	
E6.10.2	Other Pertinent Information	
(i)	As applicable, the bidder should include any other information deemed appropriate to demonstrate your production server capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E6.11	Training, Test, and Development Environments	
E6.11.1	Base Functionality	
	The training, testing and development environments are additional environments that should be available to allow The City to effectively use and manage change in the Solution system. They should operate in a similar manner to the production environment so production situations can be accurately modeled. These environments may reside on the same server and equipment as the production environment but in separate partitions with their own security, data management and application resources or on a separate server. Alterations in or failures of the test, training or development environments should not affect the production environment. (Prefer Test and Training environment same as development environment, as opposed to production environment.)	
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	The Bidder should support training, test and development environments. Explain how and if additional licenses are required.	
(iii)	Describe the configuration of the server, capacity requirements and any peripherals required to support training test and development activities.	
(iv)	Describe how the training, test and development environments will be implemented and whether they are one or several environments.	
E6.11.2	Servers	
	The training, test and development server(s) should be located in appropriate, secure locations and managed under the City protocols and tools for scheduling, backup recovery, access security, resource monitoring, virus protection, capacity planning and business continuance.	
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	The Solution should utilize technologies that have been adopted by the City. The Solution server application should run on Windows 2003 Server environment. Describe how your Solution accommodates this.	
E6.11.3	Other Pertinent Information	
(i)	As applicable, the Bidder should include any other information you deem appropriate to demonstrate your training, testing, and development environment capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E7.	TECHNICAL REQUIREMENTS	
E7.1	General	
(a)	Consistent Profiling of Custom, Hybrid and COTS Applications	
	In the following sections the statements are made based on having the functionality present in the delivered base application. For Bidder's proposing custom Solutions or custom components in a	

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hybrid Solution, please answer the following questions based on whether or not the functionality will be delivered as part of the base application. For those Bidder's proposing COTS solutions or COTS components in hybrid Solution, please answer the questions based on whether or not the existing COTS software contains the functionality. If modifications or extensions to the COTS software are needed to deliver the functionality, please state this and whether or not the functionality will be delivered in the base Application. Pricing, schedule and deliverables should be stated in a consistent manner in later sections.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(b) Data Security	
Because of the sensitive nature of the data stored on the mobile workstation, e.g. personal health information, the data should be stored in a format that is unusable except when accessed through the proper application and security front end.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii) Describe your approach to data security for client-based data.	
(iii) The system should be available by secure remote access (City). Describe proposed system's ability to meet this requirement particularly with regard to security and manageability of remote nodes.	
(iv) The solution must comply with the requirements of the Province of Manitoba's Personal Health Information Act (PHIA) and the Freedom of Information and Protection of Privacy Act. (Links http://www.gov.mb.ca/health/phia/ http://gov.mb.ca/chc/fippa/index.html)	
(c) Time Synchronization	
The Solution server should be synchronized to the master time clock governing the Network Time Protocol (NTP) Server (points to specified City IP address). The City owns the server, the contractor would have to point to the server clock. The Solution server should set the time on the mobile workstations as part of the normal operation cycle.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(d) System Responsiveness	
The online response time for a query should be less than 1 second. These levels should be attained 98% of the time. The response time for a query should never be greater than three (3) seconds.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(e) E-Mail Agent with Attachments	
The City should be able to provide output to an e-mail agent for routing of reports and documents. This should include a general message board function as well as private e-mail with e-receipt option, localized to this application. Printable PCR documents and reports in PDF, MS-word (viewer) or Excel (viewer) formats from e-PCR should be available as e-mailed attachments.	
(i) Acknowledge understanding of this requirement and describe your solution.	
(f) Database/Data Structures	
The Solution test, train, development and production data bases should contain independent functioning versions of among other things, the Solution administration and security tools, authentication information, CAD event data, e-PCR process control tables, procedural objects, etc.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(g) Administration, Training, Testing, Development, and Operations Environments	
The system administrator(s) should be able to separately manage the administration, training, development, testing, training and operations environments. There should be visual cues to which	

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environment is being worked on. The process for movement of updates between environments should be controlled to remove the possibility of application or data corruption. Multiple levels of administrative access should be possible.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii) The tools and procedures should be available to allow the migration of data and configuration information between environments.	
(h) Standards	
One of the potential benefits of changing from a paper based medical documentation to an electronic data collection system is the ability to compare, share, and benchmark data with other EMS and healthcare agencies. Following (existing) standards may assist in this goal. The Solution software should incorporate leading dataset standards. Examples are NHTSA (National Highway Traffic Safety Administration) (USA), NEMSIS (National EMS Information System) (USA), ICD (International Classification of Disease – World Health Organization), and Manitoba Health Emergency Services.	
(i) List and describe any standards that are incorporated in the Solution software.	
(ii) Describe how these standards are incorporated in the Solution software.	
(i) Other Pertinent Information	
(i) As applicable, the bidder should include any other information you deem appropriate to demonstrate your general technical capabilities, and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E8. DATA STRUCTURES AND INTEGRATION	
E8.1 Solution System Data Structures	
<p>With the exception of the field, e.g. PCR data being input on the mobile workstations, the Solution Servers(s) should be the primary collection source of all application data. The Solution system should collect information and provide a copy to the billing system.</p> <p>The central Solution System (application and development servers) should contains the:</p> <ol style="list-style-type: none"> 1. Tables to administer the Solution day-to-day operating environment at the server or on the mobile workstations. 2. Working copies of the incomplete PCRs that have been transmitted from mobile units. 3. Completed PCRs and associated edit/status logs. 4. Status logs of and copies of PCR data transmitted to the billing system. 5. Logs of the changes of the application tables and data structures for the Solution application for the same period. 	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii) Describe your approach for integrating the City and Departments' existing systems, servers, interfaces.	
E8.2 Great Plains Accounts Receivable (Billing Server, Lynx Graphics Patient Care (APC)) and Roster (DB Server, CAD (Dispatch Server), PeopleSoft - may replace Great Plains in regard to revenue processing- (Windows 2000 Server – Standard and Enterprise, plus Windows 2003 Enterprise Edition.	
Great Plains Accounts Receivable uses data from the PCR, it is an SQL based data repository; it also receives CAD data (Lynx Graphics APC). PeopleSoft inventory function is used by Stores. Great Plains provides query and reporting tools (Crystal Reports) to extract records and reports specifically related to Billing data. The APC System Data was created by Lynx Graphics and is DB2 based. It provides minimal query and reporting tools to extract records and reports directly related to Patient Care and paramedic activity. The Roster system tracks employee attendance and location (DB2).	

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The Solution system should be the authoritative source of all pertinent patient and field personnel data.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E8.3 Great Plains Accounts Receivable / Inventory (PeopleSoft), APC and Roster Interfaces (Lynx Graphics)	
The Solution software should interface with the Billing system to upload PCR data and download CAD information and Roster data. The Contractor will be responsible to build interfaces or portions of interfaces for their Solution. The Contractor will be required to prepare interface design specifications for approval by the Project Evaluation Team and the WFPS IT Branch. The design specifications will include work required to build these interfaces. (The Solution should also interface with Payroll section of Roster for "current" on-shift activity (no historical information is possible.))	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii) Describe your preferred relevant application(s) and any interfaces that have already been developed.	
E8.4 Database Management System	
Oracle is most commonly used by the City, however WFPS applications are SQL or DB2 based. The Bidder's Solution should utilize Oracle 9i or higher DBMS as the primary database management software.	
(i) If Oracle DBMS is used, please identify any restrictions on supported versions.	
(ii) If the Oracle DBMS is not used, specify the database management system(s) and the current version number(s) used by your organization and supported version restrictions. Describe how interface and uploads to Great Plains, APC, PeopleSoft and Roster will be accomplished.	
(iii) Describe your preferred database management system.	
E8.5 Solution Database Supports Other Environments	
The Solution Database(s) should support administrative, training, testing, development and operations environments. CAD entries will be generated within the e-PCR.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E8.6 CAD Data	
The WFPS uses a "one-of-a-kind" CAD system developed by Lynx Graphics Inc. The Solution software should populate the following fields with CAD data:	
(i) CAD response unit(s) type assigned.	
(ii) Text description of CAD event type (Incident Narrative as recorded by Communications Operator).	
(iii) Priority Code (Original and Final)	
(iv) WFPS Incident number.	
(v) Event Location (Address).	
(vi) The "high" and "low" intersections	
(vii) Compass Orientation	
(viii) Location information (e.g. Common Place Name, Hazard Information)	
(ix) MPDS Chief Complaint Code (Preliminary and Final).	
(x) Date and times (call dispatched, en route, arrive scene, depart scene, arrive	

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	destination, available).	
(xi)	Describe the proposed process for the above functionality (CAD Data).	
(xii)	Some information received from CAD should be modifiable on the field workstation.	
(xiii)	The Solution software should have the ability to capture an additional / updated location or more specific location than the dispatched to address from CAD. (E.g.: incorrect address from CAD or specific location in a building). Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E8.7 Monitor / Defibrillator Interface		
WFPS currently uses Medtronic Physio-Control LifePak 12 monitor defibrillators. The Solution software should have the ability to perform the following functions. Indicate compliance and how these functions are accomplished.		
(i)	The Solution software should have the ability to download rhythm strips and 9/12 leads, from the monitor/defibrillator. (The visual wave should appear on the final printed report).	
(ii)	The Solution software should have the 1 mm by 1 mm grid behind the waveform form and be included and readable on the printed report.	
(iii)	The Solution software should have the ability to download and populate Solution fields with other information from the monitor/defibrillator (E.g.: heart rate, drugs given) to Solution on mobile device.	
(iv)	The Solution software should change Monitor/defibrillator times recorded by the monitor/defibrillator to the correct Solution time if times are different.	
(v)	The Solution software should have the ability to modify or add input to data downloaded from the monitor/defibrillator in the Solution. (E.g.: attribute crewmember to intubations, add dose to medication given).	
(vi)	The Solution software should be able to send waveforms electronically in a wireless system. The electronic wave form should use the smallest possible file format, e.g. MP3.	
(vii)	Describe any additional software required for the monitor / defibrillator interface.	
(viii)	Connectivity between the mobile workstation and these devices should be achieved through a secure wireless solution.	
E8.8 Semi-automated External Defibrillator (SAED)		
EMS crews operating from Fire apparatus use the Physio-Control LifePak 500, and they should be able to link to Physio-Control LifePak 500 AED, upload data, and populate e-PCR with data from AED.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	Connectivity between the mobile workstation and these devices should be achieved through a secure wireless solution.	
E8.9 Other Monitor/Defibrillator and SAED		
The City of Winnipeg currently uses Medtronic Physio-control LifePak 12 /500 monitor defibrillators and the Physio-Control LifePak 500 SAED.		
(i)	If Bidder software has interfaces with other pre-hospital monitor/defibrillators, indicate which brand and if it meets the same functions described above in LifePak Interface	
E8.10 Data Transfer to Hospitals		
The Solution software should have the ability to upload data directly into the WRHA Emergency		

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<p>Program EDIS system using HL7 transactions. The Electronic Patient Tracking system is a recent acquisition for the WRHA, implementation will begin at Health Sciences Centre (largest, tertiary care hospital in the region) with the patient tracking / whiteboard / discharge instructions. The system will then be fully implemented across the region, with electronic charting to follow.</p>		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Explain and indicate your experience with interoperability under HL7.	
(ii)	The Solution should be able to send notifications to hospital prior to arrival (E.g.: basic patient information and status). Describe how this process will work including software and hardware required by hospitals.	
E8.11 Audit Trail of all Solution Activities		
<p>The Solution must ensure that transactional activities are logged to the level that a clear picture can be reconstructed of whom and when change impacted the data or parameters controlling the Solution system. For example, field level changes on each PCR should be tracked.</p>		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	If a frontline user has to change a field, e.g. drug type administered due to a transcription error, describe how/where the frontline user will explain why changes are made. Use of the "change explanation" field should be mandatory. Use of the change field should be auto reported to a supervisory level.	
E8.12 Other Pertinent Information		
(i)	As applicable, the Bidder should include any other information you deem appropriate to demonstrate your data structure and integration capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E9. NETWORKING AND DATA COMMUNICATIONS		
E9.1 Networking Security		
<p>The Solution system should exist within the City network and be secured behind the City firewalls. As a result, the desktop workstations require authentication and the mobile workstations should be able to use a secure method of authentication (e.g. RSA). The Solution application should function in this environment.</p>		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E9.2 Data Communication		
<p>The requirement for network connectivity has not been finalized at this time. To date, the City has considered two general approaches for collecting information from mobile workstations. One approach is to use the services of a wide-area wireless network (i.e.: 1XRTT). The other approach is to place docking stations into WFPS facilities and WRHA Emergency Departments to facilitate updates and file transfers from those locations. There are advantages and disadvantages to each. The features and capabilities of the proposed Solutions will be evaluated.</p> <p>Based on the Bidder's design data communication may take place over:</p> <ul style="list-style-type: none"> The city's wireless network is in its preliminary stage. Current service provider of 1X technology operates at 33.6 kb/s. Design speeds of 33.6 kb/s are selected for the Solution system because of uncertainty of the initial coverage and the strong possibility of having degraded and failed telecom links. All connections to the city network, not originating from within the city network, should 		

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<p>authenticate with some type of gateway using a secure authentication method (e.g. RSA).</p> <ul style="list-style-type: none"> Due to the nature of the EMS business there are times during an EMS event when the mobile client device will lose a wireless connection. The system must be designed to allow the mobile client device to lose a connection and reconnect seamlessly without the user being required to manually input login or authentication information. 		
(i)	Describe if and how the Solution system can function in the environments described above.	
(ii)	Indicate if the Solution favours one of the above approaches and explain reasons. And/or, describe how your Solution meets the required functionality using a different approach(es).	
(iii)	Describe how the Solution will confirm successful transmission of the data to the server.	
(iv)	Describe how the Solution will ensure that the data is not lost if the transmission fails.	
E9.3 Application Security		
<p>Because of the possible intermittent nature of communication between the Solution server and the mobile workstations the Solution system should maintain the login status of the application and automatically authenticate/re-authenticate the application when the communication link is functional. It is key that the field staff are only required to log into the server once during a shift.</p>		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E9.4 Data Transfer		
<p>Data transfer should occur in both directions between the mobile workstation and the Solution server continuously. Acknowledge understanding of this requirement and describe through the points below how your Solution complies to or exceeds this requirement.</p>		
(i)	If the connection between the mobile device and the Solution server is lost the Solution software should automatically reconnect to the Solution server the next time a connection is available. (Define "automatically").	
(ii)	The software should have the ability to download or upload multiple files or data without jeopardizing the PCR data input operations on the mobile workstation.	
(iii)	When files or notices are downloaded to the mobile workstation a "pop-up" message should provide notification.	
(iv)	The data transmission component should work independently of the data collection process and be tolerant of a range of transmission interruptions. For example, the software should force all data transmissions to be acknowledged as complete or incomplete. Incomplete uploads should result in later retransmission of all or the missing parts of the data. Describe your Solution.	
(v)	If both wireless and wireline connections are available the software should choose the connection with the fastest data transfer speed or ask the user to choose fastest connection. The Solution should have the ability to default to wireline.	
(vi)	The software should have the ability to continuously upload all PCR data (whether or not it was created by the current user) to the server, thus providing "real-time" data transfer.	
(vii)	The system should allow for no interruption restores of data from an archival storage (i.e. hierarchical). Describe.	
(i)	The system should allow for log files to be archived and restored as required. Describe.	

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E9.4.1	Other Pertinent Information	
	(i) As applicable, the Bidder should include any other information you deem appropriate to demonstrate your networking and data communications capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E10.	SOLUTION FUNCTIONALITY	
E10.1	Field Functionality (Mobile Workstations, Fire Paramedic Stations)	
E10.1.1	Client Functionality – General	
	There are a number of processes and data collection actions surrounding the PCR form. The following are representative functions that should be available in the Solution. Determining the full functionality of the e-PCR will be highly dependent on the Bidder's proposed Solution and will be part of the project. <i>Unless otherwise specified in this document all functions of the user interface must work when the mobile workstation is not connected to a network service.</i>	
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E10.1.2	Logon Security	
	The Solution application should be entered through a login functionality that cannot be by-passed on the workstation. Login functionality should be available with or without a network connection.	
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe how the login functionality works	
E10.1.3	Security	
	The mobile workstation is expected to contain confidential information and have access to the Solution Server. These workstations, the application and any data on them should be secure and unusable by others without the appropriate authorization (e.g.: password, ID card, biometrics, etc.).	
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
E10.2	Secure Idle State – Automatic	
	The Solution software should be moved to a secure state based on a pre-set idle timeout. Access to the application, and the specific function being performed, should be restored by entering a password.	
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
E10.3	Secure Idle State – User Requested	
	The Solution software should have the ability to be put into a secure state by the user. This should be accomplished quickly (e.g.: push of a button).	
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
	The Solution software should be able to be put into a secure state by a remote administrator, if, for example, the tablet is lost or stolen from the scene. This should be accomplished quickly (e.g. push of a button).	
	(ii) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
E10.4	Workstation Availability	
	The WFPS expects to have a paper backup (WFPS will design) system if the mobile workstation fails	

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however the software on the mobile workstation should have a system availability of 99.99% or less than 1 hour of unplanned downtime in a year. Data up to last committed transaction should be recoverable.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
E10.5 Working Information Backup (mobile workstations)	
While field staff are completing a PCR the Solution software should continually save data to the Solution Server. If there is a failure of the mobile workstation (e.g.: physical damage, motherboard, hard drive failure) the data previously entered can be quickly recovered and the PCR continued on another client workstation. This process is expected to function when mobile device is in disconnected mode from the Solution server. The backup function should not detract from users inputting information (i.e. user interface locking up while saving).	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii) Describe how this backup is done and the frequency of backup process.	
(iii) Solution should notify the user if the mobile device is disconnected from the server, describe how this notification would occur.	
(iv) In the event of a major system failure WFPS employees will revert to paper based documentation. There shall be an ability to retrospectively enter to the master database PCRs (and other documentation) created during the system failure. Data entry staff (clerk) working on a PC compatible desktop system will complete input of all information from the paper form. The software should provide easy data input and track data entry activity for monitoring the quantity and quality of the performance of each individual data entry clerk.	
E10.6 Power / System Failure	
If there is an interruption in power, previously entered data on the PCR should not be lost (when working either connected or disconnected from the Solution server). Software should be set up so that if there is an interruption in battery power data is not lost.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
(ii) Batteries should be hot swappable.	
E10.7 Purging Old Data	
The Solution software should have a process to purge data from the client hardware, after it is successfully stored on the Solution server.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe how this is done and the frequency.	
The Solution application should have a process to purge / archive data from the server(s).	
(ii) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe how this is done and the frequency.	
E10.8 Workstation Performance	
On mobile workstations, regularly used transactions should provide sub-second (<1 sec.) response time 95% of the time and <3 second response time 99% of the time. Reporting of a PCR should be available within 5 seconds. This level should be attained 99% of the time.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E10.9 Data Input	

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<p>The software should use buttons, check boxes, drop down menus, etc. on a touch screen or active screen for users to input data. There are other potential methods of collecting data listed below.</p>	
<p>(i) Describe the primary method of input for the software.</p>	
<p>E10.10 On-Screen Keyboard / Calculator</p>	
<p>An on-screen keyboard should be available for entering information that cannot be collected with buttons, dropdowns, etc. The on-screen keyboard should be easy to use by a wide range of finger sizes and in all input screens of the application.</p>	
<p>(i) The Solution software should include an on-screen keyboard. Describe features that add to user friendliness of the on-screen keyboard.</p>	
<p>An on-screen calculator should be available for determining calculations. The on-screen calculator should be easy to use by a wide range of finger sizes and in all input screens of the application.</p>	
<p>(ii) The Solution software should include an on-screen calculator. Describe features that add to user friendliness of the on-screen keyboard.</p>	
<p>E10.11 Hand Written Input</p>	
<p>Using a “stylus-type” instrument on a touch screen or active screen to capture data written on the screen is necessary. Handwritten input should be used to capture signatures and special annotations that do not require text recognition. The handwriting should be stored and printed on reports when needed.</p>	
<p>(i) The Solution software should support and/or use this type of input. Indicate areas in the application this type of input is used.</p>	
<p>E10.12 Hand Writing Recognition</p>	
<p>Handwriting recognition should be available for entering information that cannot be collected with buttons, dropdowns, etc. The software should have the capability to allow users to input data by writing with stylus on a touch screen or active screen, without learning a specific hand writing technique(s). This functionality will be evaluated based on accuracy, robustness and effectiveness to the field staff.</p>	
<p>(i) The Solution software should support and/or use this type of input. Indicate areas in the application this type of input is used.</p>	
<p>E10.13 Free Hand Drawing</p>	
<p>Free hand drawing should be possible; it may be useful in documenting information about a scene (e.g.: simple diagram of accident scene showing position of vehicles). Standard scene templates (e.g. intersection) should be available.</p>	
<p>(i) The Solution software should support and/or use this type of input. Indicate areas in the application this type of input is used.</p>	
<p>E10.14 Digital Camera (video) / Camera Phone (video)</p>	
<p>Using a digital camera on scene may be advantageous in capturing information useful to the medical staff who will treat the patient after transport (e.g. Emergency Department physician).</p>	
<p>(i) The Solution software should support and/or use this type of input. Indicate where this type of input is used and how the picture is stored and attached to the PCR.</p>	
<p>E10.15 Voice Annotation</p>	
<p>Voice annotation (voice notes) should be an option; it may be advantageous in capturing information useful to field staff or medical staff.</p>	
<p>(i) The Solution software should support and/or use this type of input. Indicate where this type of input is used and how the voice note is stored and attached to the PCR.</p>	

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E10.16 Voice Recognition		
Voice recognition should be an option. It may be advantageous in accurately documenting and time stamping activities in real time or post event documentation. This functionality will be evaluated based on accuracy, robustness and effectiveness to the field staff in EMS/Fire environment.		
(i) The Solution software should support and/or use this type of input. Indicate where this type of input is used.		
E10.17 Other Attachments		
In addition to the other attachments described above, the Solution software should have the ability to attach supporting documents, using a scanner, to the PCR. E.g.: image of billing information, Personal Directive, patient's mediations list.		
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.		
E10.18 Bar Code Technology		
The Solution software should have the ability to read bar code information, e.g. scanning drug supply bar codes.		
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.		
E10.19 Concurrent PCRs		
The Solution software shall have the ability to start new PCRs before one previously started is complete on the mobile workstations.		
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.		
E10.20 Multiple Patients for One Incident Number		
The Solution software should have the ability to have more than one patient (more than one PCR) with the same WFPS incident number (e.g.: MVCs, multiple patients). These patients would need to be identified, e.g. 1, 2, 3, 4.		
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.		
E10.21 No Patient for Event		
The Solution software should have the ability to have zero patients for an event e.g.: "standby with no patients assessed", "arrived on scene", "no patient found". A PCR is still required stating the basic event information and the reason that no patient services were provided.		
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.		
E10.22 Standby / Mass Events		
The Solution software should have the ability to properly document a standby event, and incidents with multiple patients e.g. Manitoba Marathon.		
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.		
E10.23 TNT / Cancel Transport Events		
The Solution software should be able to properly document events where the patient is treated but not transported (TNT). This application should also be able to properly document events where a patient is treated, then transported by another vehicle.		

		Bidder Compliance Score Required where the box is white
(i)	Acknowledge understanding of these requirement(s) and describe how your Solution complies to or exceeds this requirement.	
E10.24 Multiple Users for One PCR		
For many calls Fire Medics will arrive on scene first with their mobile workstation and do a primary assessment of the patient and provide preliminary care. The paramedic team would then arrive with their separate mobile workstation and would continue the assessment. The Solution software should allow for simultaneous documentation. The Solution software should support seamless transition of the PCR between these separate attending crews.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E10.25 User Friendliness		
In order to allow for the streamlining of data entry, a user friendly interface and less cluttered screens is important, the software should have some method of dynamically changing what fields are displayed to the user based on data inputted by the user. (i.e. to show only fields that need to be entered).		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E10.26 Data Input Functionality		
The following are features identified that may add to the user friendliness in the data input area. It is not expected that any Bidder will be able to meet all requirements stated below. Indicate if your software will provide the feature listed and, if appropriate, describe how it will be accomplished.		
(i)	When working through an input screen the software should automatically move the cursor to the next logical input field after each input.	
(ii)	The Solution software should provide as much flexibility as possible in the sequence of order in which information is gathered and recorded, except where Solution software processes require certain information.	
(iii)	The Solution software should have the ability to change fields displayed on user interface in any section of the PCR based on the "Impression Code" (formerly referred to as "Diagnosis Code") entered by the user.	
(iv)	The Solution software should have the ability to change fields displayed on user interface in any section of the PCR based on fields other than the Diagnosis Code (e.g.: secondary complaint, assessment made or medication/treatment provided).	
(v)	Although the Solution software may make certain fields not visible based on data entered, the user should be able to quickly (e.g. click of one button) see all fields for data entry including those not normally used in a certain situation.	
(vi)	The Solution software should have the ability to change processes or logic executed for any portion of the PCR based on the chief complaint entered by the user.	
(vii)	The Solution software should have the ability to change processes or logic executed for any portion of the PCR based fields other than Chief complaint (e.g.: a secondary complaint, assessment made, medication/treatment used, etc.).	
(viii)	The Solution software should have shortcuts for common occurrences. (E.g.: no patient found at scene, standby). Describe shortcuts that are available.	
(ix)	The Solution software should be designed to avoid scrolling on screen.	
(x)	If scrolling becomes necessary on a particular screen because of the length of input, scroll bars should appear and be functional.	

		Bidder Compliance Score Required where the box is white
(xi)	The Solution software should support entry of free text for the PCR (i.e.: a free text section for each treatment, assessment, etc.)	
(xii)	The Solution software should have a free text area for all sections of the PCR. These comments should appear with each section of the final printed report not in one section at the end.	
(xiii)	The Solution software should have the ability to put mandatory parameters around fields. This would make the software not accept inputted data that is outside of parameter ranges defined by ranges, lists, or tables. (e.g.: patient age less than 120, Manitoba Health Number cannot be larger than 15 digits).	
(xiv)	The Solution software should have the ability to put optional parameters around fields. This would make the software notify the user if data being input is outside of parameter. The software should then ask if user wishes to accept the data.	
(xv)	The Solution software should have the ability to provide input, initiate an input screen or display by touching a certain part of a graphic (e.g.: human body, vehicle, etc.).	
(xvi)	The Solution software should have the ability to handle events that begin before midnight and end after midnight, and similarly, those incidents which begin in one year and end in another. (This applies to all portions of the application, server, mobile etc.) The start time and date of a call mark the day, month, year that it would be counted in.	
(xvii)	The Solution software should have the ability to use a field as long text fields in excess of 4096 characters, which include all special characters.	
(xviii)	Electronic sticky notes are seen as a valuable tool for users. The software should have a notepad type function to allow users to make notes and sketches using freehand. This would not be included in the printed PCR, but would be saved to the server, and could be traced to the incident number.	
(xix)	The input of clinical information should follow the standard format used by WFPS.	
(xx)	The software should have a section for general comments that cannot be recorded using available fields.	
(xxi)	The Solution software should have the ability to speed the selection of an item from a list of choices by keying in the first few letters of the item. The application should display a shortened list of possible items as the keying proceeds.	
(xxii)	The software should be designed to allow the PCR to be completed in real time (at patient's side) or after the call is completed.	
(xxiii)	The individual completing the PCR is expected to review the PCR on completion and electronically sign it. This should be able to be easily completed.	
(xxiv)	The Solution software should have the ability for the user to easily preview the PCR before it is signed or finalized.	
(xxv)	Unless otherwise stated all units of measure and terminology shall be provided in Canadian formats or will accommodate imperial standards of measure that are currently used.	
(xxvi)	Triage and Offload times should be inputted and time-stamped.	
(xxvii)	Describe any additional features that may add to user friendliness of data input for users.	
E10.27 Required Fields / Validation Rules		
The need to manage Required Fields in the PCR is fundamental. Required information should be gathered during the initial PCR preparation. If it is not available, it becomes much more onerous for		

	Bidder Compliance Score Required where the box is white
the crew or administrative staff to obtain later. Indicate how the proposed software will handle the following requirements:	
(i) A visual indication should be used to identify required fields on the user's interface.	
(ii) The Solution software should have the ability for the user to access a list of all incomplete required fields at any time during the process of completing the PCR.	
(iii) The software should have the ability to hyperlink from the list of incomplete required fields to each appropriate data input screen for each incomplete required field.	
(iv) The user should have the ability to tab automatically through all incomplete required fields. The user should be able to document from a drop down list why the field is incomplete.	
(v) The software should have the ability to allow a user to choose a reason from a table to provide an explanation for leaving a required field incomplete causing the field to be accepted as completed but overridden.	
(vi) The software should have built in processes or logic to change fields from optional to required and vice versa based on other user input. (e.g.: secondary complaint).	
(vii) The software should have the ability to make other fields required when the user overrides a required field.	
E10.28 Continuous Quality Improvement / Research	
Operations and Support Services (including Quality Improvement Branch, Academy, Education, Prevention, Training and Billing) are often required to research a specific matter to ensure WFPS is functioning as a high quality system. As well as using data found in the standard PCR fields there would be occasions where for a set period of time a set of data will be collected that is not part of the standard PCR fields. The software should have the ability to produce a screen with fields for collection of data for research, audits or patient questionnaires. Data collected on these "extra" forms will be uploaded with all PCR data to the Solution server. See Document C for sample and research forms.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii) The software should prompt the user to complete the appropriate research forms, based on complaint, history, assessment, treatments or any other predetermined trigger.	
(iii) The software should ensure that appropriate research forms or questionnaires are completed prior to finalizing the PCR.	
E10.29 Mass Casualty Incident (MCI)	
A mass casualty incident (MCI) is defined by the Extent (number of casualties), Nature (mechanisms of injury), Severity (number of non-ambulatory patients), and Spread (geographic area covered) of an event. When a MCI is declared the number of patients overwhelms the available resources. In these situations the amount of documentation done in the field may be decreased to a minimum to allow EMS personnel to treat and transport a large number of patients. Triage tags with an individual number are used to identify patients and the severity of their injuries. Patient information acquired later at the Hospital should be able to be uploaded into the e-PCR.	
(i) The Solution software should allow for documentation appropriate to an MCI situation.	
(ii) The Solution software should have the ability to record the triage tag number of patients at a MCI.	
E10.30 Finalized PCR Functionality	

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The Solution software should allow the user to view a list of all his/her incomplete PCRs.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E10.31 PCR Reconciliation of Event Information	
Using event data in CAD, the Solution should be able to determine the number of PCRs that are required by a unit. The Solution software should have the ability to reconcile the number of PCRs required for a unit with the number of PCRs that have been finalized.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E10.32 Notification of Incomplete and Not Started PCR	
The Solution software should notify users of required PCRs that have not been finalized or started when logging out of the PCR application on the mobile workstation, logout should still be allowed. Incomplete PCRs can then be completed on another workstation (likely stationary).	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E10.33 Incomplete PCRs Returned for Input	
The Solution software should have the ability to allow field staff to update incomplete PCRs and completed PCRs that have been routed back to them from the appropriate supervisor. This function will need a connection to the Solution server in order to transfer to associated PCR but not necessarily a long-term connection.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe how your Solution system can accomplish this.	
(ii) Describe how the field staff can easily locate these records using software on mobile device.	
E10.34 E-mail	
It should be possible through the Solution to send electronic messages to all field staff simultaneously and to send an electronic message to a single individual (e.g. Supervisor to Paramedic). E-mail for front line users may be required by the proposed Bidder Solution.	
(i) If required to facilitate other functionality, e-mail should be available for field staff operating the mobile workstation. Describe how e-mail would be function on the mobile workstation.	
(ii) If e-mail is required for Solution functionality indicate if the system is a separate e-mail system or the City's existing e-mail system. [For a solution based on the City's existing e-mail system based on Outlook there is an annual fee charged per user].	
E10.35 Start-up	
The software should be able to record the following minimum information in the login stage:	
(i) Primary attendant and secondary attendant/driver from a list of employees.	
(ii) Attendants classification (multiple Paramedic levels).	
(iii) Third attendants, observers, and students, (accredited colleges and rural Manitoba) (both those in Roster and those not recorded in Roster).	
(iv) Unit Call Sign (Unit Number).	
(v) If the training level information is not available for an attendant or ride-along, the logon process should alert the user and request the information.	
(vi) The Solution should have the ability to change the primary attendant to the	

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	secondary attendant and vice versa throughout the shift without the need to re-login.	
(vii)	The Solution should allow the login procedure to be done at the beginning of a shift and not required again for the duration of the shift. This implies the information from the login process will be applied to all PCRs complete until system logout.	
(viii)	The Solution system should allow the crew information to be updated in the middle of a shift without a comprehensive logout/logon process. That is paramedics A and B start the shift, B leaves ½ way through due to illness, B logs out of application, Replacement paramedic “C” logs in. In exceptional circumstances, e.g. paramedic injury, it may not be possible for the user to log out; describe how the solution will accommodate this scenario.	
(ix)	When using the Solution software, users must be using the most current version. The software should check for and download any system updates (download to be approved and scheduled by system administrator). Describe how this is done.	
(x)	The logon information of primary attendant should, by default, populate “who performed treatment” field for the entire PCR.	
(xi)	Ability to use swipe cards for log on. This may be a future enhancement.	
E10.36 Hospital Redirections		
The Solution software should have the ability to document when a hospital Re-direction affected what hospital the patient was transported to and track whether a unit was diverted while on scene or en route due to a hospital diversion.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
The Solution should have the ability to provide notice, e.g. marquis, informing all users of a hospital's re-direction status.		
(ii)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe how this notice will be sent.	
E10.37 Other Pertinent Information		
(i)	As applicable, the Bidder should include any other information you deem appropriate to demonstrate your mobile functionality capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E11. PATIENT/BILLING INFORMATION		
E11.1 Billing/Address Field Functionality		
There are a number of data elements and processes surrounding the collection of patient demographics and billing information. The following are representative functions that should be available in the Solution. If proposed, the on-going support of the below functionality must be identified.		
(i)	The names collected by the user should be formatted with first, last and initial(s) as separate fields.	
(ii)	The Solution software should record addresses in a format that can be used by software to look up postal codes. This includes street number, street name and street type.	
(iii)	The Solution should be able to look up any postal code in Manitoba, Canada, the U.S.	

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(iv)	The Solution software should have the ability to capture multiple phone numbers in addition to the patient's home phone. e.g.: if patient is from extended care the facility phone number must be recorded.	
(v)	The Solution software should have the ability to copy event service address to patient address input area by a method such as pushing a button or activating a checkbox.	
(vi)	The Solution software should have the ability to copy demographic data (e.g.: address fields, phone number) from the patient information section to Next of Kin input area by a method such as pushing a button, activating a checkbox.	
E11.2 Billing / Demographic Data		
Billing requires certain fields to determine if an event is a billable event, i.e. Transports, Treatment-no-Transports, amount of the invoice, and whom or what agency is invoiced. Some fields are required only in certain circumstances (E.g.: employer name for WCB accidents). The logic to display the appropriate fields and make appropriate fields required should be incorporated in the Solution software. See Document D for criteria of when specific billing fields are needed.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E11.3 Unknown Names		
Due to the nature of WFPS business there are occasions where the name of the patient is unknown to the field staff throughout the entire duration of an event. The Solution software should be able to deal with this situation.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E11.4 Next of Kin Notification		
The Solution software should have the ability to document if Next of Kin are aware patient has been taken to the hospital.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E11.5 Patient Valuables		
The Solution software should have the ability to document patient's valuables left at the scene and taken to / left at hospital.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	The Solution software should have the ability to optionally accept information about who the valuables were left with and a signature.	
E11.6 Equipment		
The Solution software should have the ability to document City equipment left at hospital.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E11.7 Age		
The Solution software should have the ability to calculate age when date of birth is entered.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	Age should be presented in appropriate units of time. If an infant is less than	

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	30 days old the units will be days. For less than 12 months the unit will be months. Over 12 months the units are years.	
(iii)	The Solution software should have the ability to put in an estimated age in years, months or days and have age identified and recorded as an estimate.	
E11.8	Weight	
	The input weight information should be in either Imperial units (pounds, and ounces) or Metric units (kg and gm). If the input is in Imperial units the Solution system should calculate the metric values and vice versa.	
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E11.9	Patient Database	
	The Solution software should have the ability for users to access patient data on repeat patients and known patients with special needs or known conditions (also useful for billing functions). Please address the following requirements:	
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	Due to the confidential nature of data in the patient database it is unacceptable for a user to be able to access the data for a person that is not currently their patient. The Solution software should only allow access to the patient database when a crew is on an active response. Describe how this will be accomplished.	
(iii)	To ensure privacy of personal information access to patient data should be controlled to ensure users do not "surf" the database. For example, require two of a predetermined number of fields such as MB Health number, first name, etc.	
(iv)	The Solution software should have the ability for the users to have software automatically provide known demographic information and known previous medical history such as allergies, medications, etc. in the PCR from the repeat or "known" patient database.	
E11.10	Smart Cards	
	The Provincial government has examined the value of issuing "smart cards" (credit card type device holding personal health information) to all residents of Manitoba. The exact content on the "smart cards" is not known but may contain information such as names, address, Healthcare number, allergies, medical history, etc. The Solution software should have the ability to use smart cards to populate patient information.	
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe how this will function.	
E11.11	Copying Patient/Billing information	
	The Solution software should have the ability to copy Patient/Billing information from one PCR a user is working on to another PCR the same user is working on. The software should have the ability to copy some Patient/Billing information from the patient area to the next of kin area and from dispatch information to patient information.	
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E11.12	Other Pertinent Information	

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(i)	As applicable, the Bidder should include any other information you deem appropriate to demonstrate your patient / billing information capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E12. CHIEF COMPLAINT / HISTORY INFORMATION		
E12.1 Overview		
<p>The Solution software should document a comprehensive patient history; the broad categories listed below should be captured (this is not an exhaustive list).</p> <ul style="list-style-type: none"> ➤ The patients presenting illness or problem ➤ The chief complaint and secondary complaints ➤ Sub-classifications for complaints ➤ History of what caused illness or injury ➤ Past medical history ➤ Allergy and medication list <p>As much as possible the information within these categories should be collected as data elements, e.g.: complaint is pain – stated while at rest, crushing type pain, severity is 9 out of 10, radiated to left arm, has had pain for 1 hour, relieve with drugs.</p> <p>Data should be collected as efficiently as possible, e.g. drop down lists, to ensure speed and consistency in data collection, and limit the need for free text narratives.</p>		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E12.2 CTAS		
<p>The Solution software should allow the user to document the adult or pediatric Canadian Triage and Acuity Scale (CTAS) level (one to five). CTAS is published and accessible at http://www.caep.ca/002.policies/002-02.ctas.htm</p>		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	The Solution software should have the ability to calculate Canadian Triage and Acuity Scale from components inputted in PCR. Describe how this is done.	
(iii)	CTAS data should interface with the existing WRHA Emergency Program CAD triage system. Paramedics should be able to print to a "Triage Note" at the site, for verification by the triage nurse. Describe how this is done.	
E12.3 Copying History		
<p>The Solution software should have the ability to copy History of Event or History of Presenting Illness from one PCR to another, and then allow the user to edit any portion on the new PCR. (e.g.: history for two patients from the same vehicle in an MVA).</p>		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E12.4 Special History Collection		
<p>The user should be able to describe additional detail about the scene using open text field.</p>		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E12.5 Personal Health Care Directive (Province of Manitoba) / Advanced Care Plan (WRHA)		
<p>The application should clearly identify the requirements of a Health Care Directive and an Advanced</p>		

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Care Plan (checklist). The Solution software should have the ability to capture whether a patient has or does not have a Health Care Directive, an Advanced Care Plan order, or if that information is unknown.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E12.6 Document who Provided Prior Treatment	
The Solution software should have the ability to document treatments performed and who performed treatments done prior to WFPS arrival (e.g.: by bystander, family, first-aider).	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E12.7 Other Pertinent Information	
(i) As applicable, the Bidder should include any other information you deem appropriate to demonstrate your complaint / history information capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E13. ASSESSMENT	
E13.1 General	
<p>The Solution software should be able to document a comprehensive assessment. See Document E for sample assessment. The broad categories for an assessment include but are not limited to:</p> <ul style="list-style-type: none"> ➤ ABCs (primary assessment) ➤ Secondary assessment ➤ Signs and symptoms associated with complaints ➤ All physical findings ➤ Subjective information relayed from the patient ➤ Complete vital signs (pulse, bp, temp, resp. rate, bgl, SAO₂) ➤ Information from medical equipment (e.g.: EKG, SAO₂) <p>As much as possible these categories and information collected within them should be collected as data elements. e.g.: secondary assessment – auscultation of lungs, diminished air entry on Left upper lobe, inspiratory and expiratory crackles in all lung fields, expiratory wheeze on right side. As much as possible these data elements should be collected via drop down menus to ease use, increase efficiency, increase consistency in reporting and reduce the incidence of free text narrative.</p>	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii) The Solution should have the ability to capture unlimited vital signs sets.	
(iii) The Solution should have the ability to capture unlimited number of procedure.	
E13.2 Documenting Scores and Indexes	
The Solution software should have the ability to capture and calculate (totals) indexes and scores.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E13.3 Calculating Scores and Indexes	
<p>The software should have tools to calculate scores and indexes. These tools should:</p> <ul style="list-style-type: none"> ➤ Work seamlessly in the assessment area ➤ Use data from existing fields in the PCR ➤ Also be accessible when not in the input area of the Solution system ➤ Have the ability to simply enter a final score without using or by overriding the calculator. 	
The scores and indexes required are listed below. Indicate your ability to provide these scores from	

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components inputted in the PCR. See Document F for detailed components of the below scores and indexes.		
(i)	The Solution software should have the ability to calculate Glasgow Coma Score.	
(ii)	The Solution software should have the ability to calculate Pre-hospital Index (PHI).	
(iii)	The Solution software should have the ability to calculate APGAR.	
(iv)	The Solution software should have the ability to calculate the Cincinnati Stroke Scale.	
(v)	The Solution software should have the ability to calculate Pediatric Pre-hospital Trauma Score.	
(vi)	The Solution software should have the ability to calculate the results of the Thrombolytic check list.	
(vii)	The Solution software should have the ability to calculate the pre-hospital triage protocol (e.g. burn) pathways. [[compliance to protocols?]]	
(viii)	The Solution software should have the ability to calculate Hospital Destination.	
E13.4 Free Text		
The Solution software should have the ability to associate free text with specific assessments. User should not be required to wait until the end of the PCR to put in free text.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E13.5 Patient Changes		
The Solution software should be able to document changes in primary and secondary assessments as a result of treatment or due to change in patient's condition without any treatment – without overriding the original information.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E13.6 Pertinent Negatives		
The software should have the ability to easily document pertinent negatives of all assessment fields.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E13.7 Other Pertinent Information		
(i)	As applicable, the Bidder should include any other information you deem appropriate to demonstrate your assessment capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E14. TREATMENT		
E14.1 General		
The Solution software should be able to document a comprehensive treatment of patients. See Document G for a sample of current treatment documentation. The general categories of treatment should consist of but not be limited to:		
<ul style="list-style-type: none"> ➤ Basic life support procedures (e.g.: CPR, control bleeding, splinting) ➤ Advanced life support procedures (E.g.: intubation) ➤ Medications administered ➤ Medical devices used (spineboard, EKG) ➤ Medical supplies used (e.g. combitube, cervical collar). 		

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As much as possible these categories and information collected within them should be collected as data elements. e.g.: BLS treatment – Intravenous started, 18 gauge catheter, started in left forearm, started at 1425h, Solution used Normal Saline, administration set used 10 gtt set, flow rate “to keep vein open”.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E14.2 Tracking Who Performed Procedure	
For WFPS there are multiple levels that define the scope of practice and determine what procedures a person is allowed to perform. The Solution software should have the ability to record the person performing procedures.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E14.3 Tracking Functionality	
The following functionality should be supported in order to track the person performing the treatment. Indicate the ability for the Solution software to comply the following requirements.	
(i) The Solution software should be able to assign a required level of training to each treatment that is documented.	
(ii) The Solution software should default the primary attendant as the person who performed a procedure.	
(iii) The Solution software should have parameters to ensure only qualified personnel are recorded as performing procedures limited by level of training.	
(iv) The Solution software should restrict and provide a prompt to the user if a user (or the software by default) attempts to associate a procedure with a non-qualified person.	
(v) If the user, listed as the primary attendant, doing the documentation is a PCP and a procedure restricted to an ACP is documented, the Solution software should require the ACP to sign the PCR as well as the PCP prior to finalization.	
(vi) The Solution should be able to document activity of a “scribe”, if this person is different from the employees providing on-hands care.	
(vii) The software should have the ability to track additional WFPS personnel (other than those identified as primary and secondary attendants) doing treatments on a patient. Please specify if there is a maximum number of additional personnel that can be tracked to treatments.	
(viii) The software should have the ability for the user to assign treatments to non WFPS persons such as, bystanders, first aiders, family etc.	
E14.4 Prompt (cue) Treatment Procedures	
The Solution software should prompt treatment procedures based on data entered. Prompts would follow WFPS Medical Protocols. A complete copy of the Protocols is included as Document H on the accompanying CD only. The protocols are created in Visio.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii) Describe how updates to protocols would be processed through the application.	
E14.5 Time Stamp Flags Treatment Records / Changes	
The Solution software should have a method for quickly time stamping procedures (medications, IV, etc.) that are done. This tool would be used when PCR application is used to record procedures in real time at patient’s side.	

		Bidder Compliance Score Required where the box is white
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	Describe how corrections to errors are time stamped.	
E14.6 Controlled Medications		
The Solution software should be able to document and audit controlled medication usage (administered to patient), breakage and wastage.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	The software should automatically determine if there is any wastage of a controlled medication by subtracting the dose given from the standard dose supplied in the vial.	
(iii)	The application should require and capture the partner's signature for witnessing controlled medication wasted.	
E14.7 Patient Refusal / Treatment No Transport (TNT)		
The system should display a patient refusal form with the ability to capture the patient's name, a witness electronic signature, relationship to patient if not the patient, time and date of signature. See Document I for current patient refusal form and policy.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	The patient refusal form should present as a critical checklist of the release questions.	
E14.8 Other Pertinent Information		
(i)	As applicable, the Bidder should include any other information you deem appropriate to demonstrate your treatment capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E15. TOOLS AND REFERENCES		
E15.1 Automation of Reference Material and User Help		
The Reference Material and help screens should be available to assist the field staff. For example, in selecting the right medication dosage, calculating Trauma Score, viewing Medical Protocols, Doctors' Book, Policies, Maps etc. This should be loaded locally for better speed and offline viewing. These reference materials should be update easily and efficiently.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E15.2 Context Sensitive Reference Documents		
The Solution software should have hyperlinks to allow a user to access the appropriate section of a reference from a corresponding area in the PCR. e.g.: when entering nitroglycerine as a treatment, the user could (hyper)link to the pharmacology manual page dealing with nitroglycerine. When a chief complaint of asthma is entered the user can (hyper)link to the Medical Protocol for asthma. These references should be available on the tablet (as opposed to the web).		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E15.3 Scroll Bars		
Vertical and horizontal scroll bars should be displayed and function for reference and help information		

	Bidder Compliance Score Required where the box is white
that is larger than the screen can display.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E15.4 General Reference Usage	
The Solution software should have the ability to simply reference all reference documents and tools at any time, whether or not a PCR is being completed.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E15.5 “Windows-Like” Help Function	
The Solution software should include an onscreen help function the user can access and use to assist in completing the PCR and using the Solution application. There should be the ability to search reference material in the same manner as available through MS Windows.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe the help function and level to which this help function can be customized by WFPS.	
E15.6 Medical Protocols	
WFPS had developed a comprehensive set of Medical Protocols. The Solution software should provide the ability to have WFPS Medical Protocols easily accessible from the user interface without exiting from the input areas of the Solution software. These documents are currently in Visio and PDF format. See Document H (on CD only).	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E15.7 Infection Control Manual / Infection Control	
The Solution software should have the ability to access Infection Control Protocols. This information is available in Visio and PDF format. The Solution software should have hyperlinks to allow a user to access the appropriate section of the Infection information from a corresponding area in the PCR. e.g.: when a past medical history of TB is recorded the user can hyperlink to the Infection control procedures for TB.	
This application should be able to be used for disease screening (e.g. audit feature would identify potential events based on input data matched against a pre-set template, which should then generate an alert.)	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E15.8 WFPS Specific Drug Formulary	
WFPS has its own drug formulary that includes medications used by paramedics in the field. This document contains doses for medications, indication, contraindications, side effects, etc. It is considered the standard that field staff follows for medication administration. This manual currently exists in MS Word and PDF format. The drug formulary should be accessible from within the Solution software input areas. The Solution software should have hyperlinks to allow a user to access the appropriate section of the drug formulary from a corresponding area in the PCR. e.g.: when nitroglycerine is entered as a treatment the user can hyperlink to the drug formulary section on Nitroglycerine.	
(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	

		Bidder Compliance Score Required where the box is white
E15.9	Process Definition	
The standards in the drug formulary should be used for determining process, parameters, etc. in the Solution software.		
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E15.10	Medical Reference	
The Solution software should include a medical reference. This reference should be accessible from within a PCR (e.g.: in the history area) and independently.		
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E15.11	Unit of Measure Converter	
The Solution software should have a built in converter(s) for converting units of measure. This function should work seamlessly with input fields that require inputs with units of measure and be accessed independently. Examples of units of measure are:		
	<ul style="list-style-type: none"> ➤ Weight – kg/pounds, gm/ounces ➤ Distance m/feet, km/miles ➤ Temperature Celsius / Fahrenheit 	
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. List converters available with the Solution software.	
E15.12	Sample Calculators	
The Solution software should have built in calculators that can be used seamlessly in the input sections of treatments. These calculators should have the ability to be accessed independently. The following list is a sample of calculations required:		
	<ul style="list-style-type: none"> ➤ IV drip rates ➤ Infusion rates ➤ Conversions of dose to volume ➤ Parkland Formula ➤ Pediatric equipment 	
See Document J for formulas of the above.		
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E15.13	Weight Based Drug Dose / Infusions	
The Solution software should have a function to calculate dose / infusion rates based on dosages and body weight or other variables. (Dopamine dosage is an example of where this tool would be used). The tool should:		
	<ul style="list-style-type: none"> ➤ Request input of key parameters required to calculate infusion rate (i.e.: weight, dose, etc.) Software will pull the information from elsewhere in the PCR, if available. ➤ Present the calculated dosage in tabular form so that input and dosage can be visually verified. ➤ Allow override of input and recalculation. ➤ Provide dosage rates/amounts in correct units of measure for drug delivery system. ➤ Allow storage of the drug, dosage, input information and timestamp based on the user pressing an administer button. ➤ Allow user to decline using this medication and document actual dosage if different. 	
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	

		Bidder Compliance Score Required where the box is white
E15.14 Canadian Prescription Drug Database		
The Solution software should have a Canadian prescription drug database that can be used by the user to look up prescription drugs. The Solution application should support the following functionality.		
(i)	Users should be able access prescription drug database without starting a new PCR.	
(ii)	Users should have the ability to easily navigate from patient's medication input area of user interface to drug reference and back.	
(iii)	Users should have the ability to search prescription drug database by physical characteristics and markings or using images.	
(iv)	Users should have the ability to search prescription drug database by generic and trade name.	
(v)	Prescription drug help should display category or classification of drug. (E.g.: analgesic, sedative).	
(vi)	Prescription drug reference should display: <ul style="list-style-type: none"> ➤ indications for medications. ➤ methods the drug is supplied. ➤ overdose signs and symptoms. ➤ overdose treatment. ➤ precautions, contraindications and drug incompatibility. ➤ standard doses of medications. 	
(vii)	The prescription drug reference should be kept current. Explain how and the frequency that reference will be kept current). For the leased option the Contractor is expected to be responsible for updates.	
E15.15 Foreign Language Support		
The software should have some type of tool to assist field staff in communication with patients who do not speak English. Bidders should note that Winnipeg is an officially bi-lingual jurisdiction, English and French.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe how this function works.	
E15.16 Spellchecker		
The Solution software should have a spell checker for all free text fields with the following functionality.		
(i)	The Solution software should have a spell check function (Canadian Spelling).	
(ii)	The spell checker should include medical words.	
(iii)	Spellchecker should be able to suggest correct spelling of misspelled words	
(iv)	Software is able to auto spell check and auto correct during input.	
(v)	The spellchecker should have the ability to be updated by WFPS staff with local and unusual medical words. Indicate if there are a maximum number of new words that can be added.	
E15.17 Other Pertinent Information		
(i)	As applicable, the Bidder should include any other information you deem appropriate to demonstrate your tools and references capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	

		Bidder Compliance Score Required where the box is white
E16.	REPORTING	
E16.1	Hospital / Health Authority Reports	
It is necessary to leave a printed, paper copy of the PCR including attachments at the hospital or patient care facility.		
(i)	The hospital copy of the report should print on 8½ x11 paper and be readable (i.e.: use large enough font)	
(ii)	The printed report intended to leave at the destination hospital should have a summary of medications given including the total amount of each medication.	
(iii)	The Solution software should be able to document whether a printed copy of the PCR was printed to the hospital.	
(iv)	The Solution software should indicate how many copies of the PCR was printed.	
(v)	The report should be printed quickly at the hospital setting.	
(vi)	In the future event that hospitals use an electronic chart application, the Solution should be able to electronically forward the PCR copy to that application.	
E16.2	Other Pertinent Information	
(i)	As applicable, the Bidder should include any other information you deem appropriate to demonstrate your reporting capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E17.	ADDITIONAL FUNCTIONS	
E17.1	Types of Forms	
Forms currently used that could be available through the Solution system are, for example, Controlled Medications Inventory Form and Drug Kit form. A sample of all forms are included in Document K. The Solution software should have the ability to implement these forms.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E17.2	Other Pertinent Information	
(i)	As applicable, the Bidder should include any other information you deem appropriate to demonstrate your additional functions and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E18.	SERVER-BASED FUNCTIONALITY	
E18.1	State of Progress to Completeness	
The City assumes that the e-PCR will move through stages of completeness from the time it is initiated to a completed and stored document and data. The various stages may determine what process can be done to the e-PCR and where the e-PCR is stored. The City has requirements around functionality that may be met with different system architectures. A general process flow chart is included in Document L; this shows an example of a current PCR lifecycle and the associated applications.		
(i)	Acknowledge understanding of this requirement. Describes how the stages described in Document L will be met.	

		Bidder Compliance Score Required where the box is white
E18.2 Server Based PCR Processing		
The proposed Solution system should meet each of the following requirements, provide supporting information and/or description of how.		
(i)	The Solution server application should be able to handle 25 Ambulance crews, 30 First Responder crews, and 10 supervisors completing, reviewing and attempting to submit finalized PCRs simultaneously, at minimum.	
(ii)	If a PCR(s) is initiated but not completed on the mobile device, the PCR(s) should be able to be uploaded to the Solution server and allow the field staff to logout of the mobile device. The field staff can then complete the incomplete PCR on a desktop PC or another mobile workstation connected to the Solution server. The PCR is still considered a working document at this point and not signed off. Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(iii)	The Solution software application should control access to an incomplete PCR, to allow only the creator or specifically identified managers to work with that PCR.	
(iv)	Once the PCR is signed off by the field personnel as finalized any modification of any field on the PCR should be tracked so that a clear audit trail is available of what the field was, what the field became, who performed the change and when. Specifically describe how the audit trail would be queried and reported.	
(v)	The software on the server should control access to PCRs that have been finalized to allow only the creator or those with permission (e.g.: medical supervisors) to view finalized PCRs. The creator's access should also have limits based on pre-determined parameters.	
E18.3 Medical Supervisor, Management and Billing Review		
The Solution software should allow administrative staff to complete or change PCR data. Changes should leave an audit trail.		
(i)	Acknowledge understanding of this requirement. Describe how an audit trail is created when changes are made at the difference stages illustrated in Document L.	
E18.4 PCR Return for Corrections		
In the event there is information missing that the original user must complete, the Solution system should have the ability to let designated staff (e.g. billing) or medical supervisor "send" the PCR back to and/or notify the user that there is information they need to complete, and the specifications of the required additions/changes.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E18.5 Tracking PCRs		
The software should have an accurate weekly and monthly count of all finalized PCR (e.g.: incomplete, returned for correction, complete but not uploaded, uploaded to Solution Server, stored in Solution Server, missing, etc.)		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E18.6 Upload to Other Applications		

		Bidder Compliance Score Required where the box is white
The Solution application should send appropriate information from closed PCRs to the appropriate billing application or CAD application.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E18.7 Special Routing of PCR Reports		
The Solution software should have the ability to (using criteria set by the calls that meet the criteria forwarded to specific employees of WFPS. For example, all calls where Fentanyl was given to the patient are sent to the Medical Director for review. All calls where hospital wait time was greater than the pre-determined time limit are sent to the Platoon Chief (EMS) for review. The criterion should be adjustable.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E18.8 Other Pertinent Information		
(i)	As applicable, the Bidder should include any other information you deem appropriate to demonstrate your server-based functionality and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E19. ADMINISTRATIVE FUNCTIONALITY		
(a) e-PCR Application Administration		
E19.1.1 Security		
All functions and data structure within the Solution system should be included within the applications security architecture and managed under the multi-tiers user ID password structure which allows the definition of users, user groups, resource grouping. Only accessible resources and functions will be available/visible to individual user.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	Should a mobile workstation be lost or stolen, the system administrator should have the ability to remotely remove all patient data from that mobile workstation and / or disable the mobile workstation from access to the Server.	
(iii)	Should the mobile workstation be inactive for a period of time, screen password should be required for re-entry.	
E19.1.2 Login User IDs and Passwords		
The administration of the Solution login user IDs and passwords should be multi-tiered allowing individuals to belong to several user groups. Denial of access to a user should exclude them from all resources and functions.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	The Solution software should include individual passwords security for all users.	
(iii)	Login User IDs and Passwords application should be user friendly and meet minimum IT Branch security requirements.	
E19.1.3 Biometric / Alternate Security		
Biometric security and login would be preferred in the field. Card swipe, fingerprint, retina scan, etc. should be an option for application logon and data security.		

		Bidder Compliance Score Required where the box is white
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E19.1.4	User Groups	
	At a minimum, user groups should include 5, these include <ul style="list-style-type: none"> ➤ Field staff ➤ Medical Director ➤ WFPS management and administrative staff (QI, billing clerks, etc.) ➤ Training ➤ WFPS application administrator(s) 	
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe the application security model including the ability to create user classes and groups.	
E19.1.5	Administrative Configuration Reporting	
	It should be possible to report Solution configuration information. This information should be available for subsequent use. This would be useful for reconciliation of Solution and Billing applications, Roster, etc. user lists.	
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E19.2	Other Pertinent Information	
	(i) As applicable, the Bidder should include any other information you deem appropriate to demonstrate your application administration capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E20.	SOLUTION APPLICATION SUPPORT	
E20.1.1	Support Staffing	
	Depending on the payment alternative, it is assumed that the WFPS may need to provide staff (referred to in this section as “administrator”) to manage and guarantee the smooth long-term operation of the Solution system. WFPS does not employ developers; work requiring application modifications, interfaces, etc. would have to be performed by the Contractor.	
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
	(ii) Describe the types and qualification of staff required for developing, administering, operating and providing on-going support for this application - if required at all - depending on the payment alternative(s). For example, are programmers required?	
	(iii) If WFPS Support Staffing is required provide a detailed description of all routine and /or periodic system and application maintenance functions performed by WFPS staff, on any and all components of the system including the training required to perform the tasks and the time needed for each.	
E20.1.2	Manage Updates	
	The administrator should be able to manage the timing and content of an update targeting the client workstations. Software on mobile workstations should automatically receive software updates or table changes from server whenever a connection is present between mobile workstation and server. The timing of the update should be at an opportune time for the field user. The administrator should be able to confirm that the update has been made per mobile workstation.	
	(i) Acknowledge understanding of this requirement and describe how your Solution	

		Bidder Compliance Score Required where the box is white
complies to or exceeds this requirement.		
(ii)	Provide a detailed description of all system and application maintenance functions performed by the Bidder on any and all components of the system including the time needed for each.	
(iii)	There should be a mechanism available in the Solution to apply updates to stored processes because of new/revised standards and legislation. The administrator should be able to time the release of these updates.	
(iv)	In the event that the hardware (mobile workstation) is leased, describe the timeline and process to distribute and test new models of the hardware.	
E20.1.3 References Updates		
When the City creates non-modifiable versions of reference material that can be accessed through the Solution software, the Solution system should have a function to enable the administrator to update and download new or updated references to the client workstations to ensure the most current version of all reference material is available to users. If the Solution system is leased, this function would be the responsibility of the Contractor.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E20.1.4 Process Changes		
There should be mechanisms available in the Solution system to apply updates to stored processes and logic because of new or revised business needs, standards and legislation. Again, the administrator should be able to time the release of these updates.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E20.1.5 Table, List and Field Updates		
Simple changes in standard practices should be able to be put in place by changing table, list and simple field changes on existing forms. The application administrator should have a simple mechanism for creating and implementing these changes within the Solution system.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	Provide a description of the application upgrade methodology.	
(iii)	Describe upgrade and testing process and how you ensure functionality is maintained in all connected applications and devices.	
(iv)	Describe how you manage your side of the interface when the other side of the interface is upgraded or changed (e.g. CAD).	
(v)	Describe your support plan for older versions of applications and systems software.	
(vi)	Describe the level of software revision cost incurred by WFPS and how this varies based on support agreement.	
(vii)	Describe your approach to requests for system customization (beyond that which is configurable by WFPS).	
E20.1.6 Version/Release Tracking		
The City should know what version, including all modifications made by the Bidder or the WFPS, was in use for any time in the previous 7 years. The software should have the ability to track and log changes or modifications made by the Bidder, WFPS or a third party. Enough information should be logged to ensure WFPS could determine fields collected, table values and logic. E.g.: what change was made, who made the change, and the date the change was implemented.		
(i)	Acknowledge understanding of this requirement and describe how your	

		Bidder Compliance Score Required where the box is white
Solution complies to or exceeds this requirement.		
E20.1.7	New Processes, Bug Fixes, Process Enhancements	
Complex changes in standard practices should be tested and carefully implemented. The application administrator should have a robust mechanism for creating, testing and implementing these changes within the Solution system without impacting mobile service delivery.		
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe the mechanisms for managing these kinds of updates.	
	(ii) Describe how "Bugs" will be reported, "graded" and fixed.	
E20.1.8	Software Modification/Customization by Trained WFPS Staff	
All fields, screen and processes embedded in the Solution system should be tailorable/modifiable to meet new needs. Reasonable modification and customization should be possible (e.g. future Fire field applications).		
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E20.2	Other Pertinent Information	
	(i) As applicable, the Bidder should include any other information you deem appropriate to demonstrate your application support capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E21.	APPLICATION CUSTOMIZATION	
E21.1	Overview	
WFPS anticipates a requirement for continuous enhancements to the initial Solution. The Solution system should make allowances for the need to continually adjust to a dynamic and changing business environment. The ability to change or customize portions of the Solution and to add enhancements of our own to any part of the system in the future should be possible.		
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe the design philosophy of your proposed Solution with respect to the ability to customize its operation and to easily add enhancements. Explain the mechanism that allows such flexibility for WFPS application administrator.	
E21.2	WFPS Customization of Application Functionality	
The Bidder should demonstrate the ability for the application administrator and select WFPS staff to simply modify and implement the following actions for portions of the Solution system through functionality built into the software for the following areas.		
Below is a list of customization functionality that should be available. It is not comprehensive but is provided as a baseline for the customization functionality expected within the Solution system. If a listed function is not customizable by the City but is by the Bidder please state this and the type of customization it would be (i.e.: new version, change made for a fee, change made as part of ongoing service etc.).		
	(i) Ability to add and delete fields that will show up on the user interface.	
	(ii) Ability to change the name displayed for any field.	
	(iii) Ability to modify/set values contained in parameter ranges, lists, and tables.	
	(iv) Ability to make any field as required, conditionally required or optional.	

		Bidder Compliance Score Required where the box is white
(v)	Ability to modify/set logic for determining when fields are required, conditionally required or optional based on data entered by users.	
(vi)	Ability to customize rules/logic around allowing required fields to be left incomplete if suitable reason is provided.	
(vii)	Ability to customize the rules/logic around the software making other fields required when the user overrides a required field.	
(viii)	Ability to add additional scores or indexes and implement the associated recording and calculation functionality.	
(ix)	Ability to determine which fields are shown to the user based on the value of another field (e.g.: chief complaint).	
(x)	Ability to customize which fields are visible on a particular screen or part of a screen.	
(xi)	Ability to customize or determine what fields are copied in an auto-copy function. (Auto-copy functions described in C.2.12 and C.3.3)	
(xii)	Ability to customize how and where tools and references are accessed or (hyper)link within the Solution software.	
(xiii)	Ability to force the use of ranges, lists, or table parameters.	
(xiv)	Ability to customize processes that allow alternate input in place of values provides in ranges, list, or tables of parameters.	
(xv)	Ability to update a reason field with a list of reasons for incomplete or overridden input.	
(xvi)	Ability to customize the order in which the software tabs through the input fields.	
(xvii)	Ability to define for all fields, the field type (date, postal codes, integers, text, etc.)	
(xviii)	Ability to set any field as long text fields in excess of 4096 characters, including all special characters.	
(xix)	Ability to define any field as short text and alphanumeric fields of specific length.	
(xx)	Ability to define and place radio buttons, checkboxes and menu items that can initiate processes.	
(xxi)	Ability to customize processes used to display a table of values and have the most appropriate field(s) highlighted or selected based on available information or provided input.	
(xxii)	Ability to customize process used to update fields, request input or output, initiate an input screens or display lists, tables or other graphics information based on the user entering a value in a field.	
(xxiii)	Ability to customize processes used to update fields, request input or output, initiate an input screens or display, lists, table or other graphics based enter based on the user touching a button or label on a screen.	
(xxiv)	Ability to customize processes used to update fields, have request input or output, initiate an input screen or display, lists, tables or other graphics based enter based on the use touching certain part of a graphic.	
(xxv)	Ability to set default value for any field.	
(xxvi)	Ability to provide a numeric range to control data input into a field.	
(xxvii)	Ability to provide a text or numeric menus to control data input into a field.	
(xxviii)	Ability to provide tabular menus to control data input into a field.	
(xxix)	Ability to set/modify logic that provides or links to help for any field.	

		Bidder Compliance Score Required where the box is white
(xxx)	Ability to determine and set where the process of keying in the first few letters of a menu item and having the application display a shortened list of possible menu items as the keying proceeds.	
(xxxii)	Ability to create/customize printed report intended for the hospital. The fields that will appear and where they appear on the report should both be customizable.	
(xxxiii)	Ability to add and customize the content, processes, and hyperlinks surrounding reference. (e.g.: what Protocols are associated with what treatment and complaints).	
(xxxiv)	Ability to add and customize calculator and process around the calculators. (e.g.: calculators applied to new medication added to the PCR).	
(xxxv)	Ability to add and customize the calculator and process around the infusion rate calculator. (e.g.: calculators applied to new medication added to the PCR, change in formula or dose).	
(xxxv)	Ability to change or add new patient information forms at any time.	
E21.3 Other Pertinent Information		
(i)	As applicable, the Bidder should include any other information you deem appropriate to demonstrate your application customization capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E22. REPORTS, QUERIES & DATA EXPORT		
E22.1.1 Overview		
The assumption made by WFPS is that the Solution will collect data, store data on Solution (WFPS) server (where it will permanently reside) and send data to other Applications. WFPS does not intend to continue to use current reports. WFPS intends to create new reports based on opportunities that will be available with the increase of data made available by Solution data collection. WFPS staff should have the ability to create reports from the Solution system using standard tools.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe level of training and any tools required for creating reports from the Solution system.	
E22.2 Standard Reports		
The Solution software should come with standard and commonly used reports.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	Provide a list and description of standard reports provided by your application.	
(iii)	The reports should be "user friendly". Describe how supervisors will be able to generate reports.	
E22.3 Report Security		
All reports supplied with software or custom made should have the ability to have access restricted or granted based on user groups.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E22.4 Report Export Formats		
The Solution software should have the ability to export reports and individual PCRs in Web format, PDF, MS Word, and MS Excel.		

		Bidder Compliance Score Required where the box is white
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E22.5	Billing Reports	
The Solution system should be able to produce a report for the Billing application with all billing information and a flat file export that can be provided to billing. See Document M for required billing data.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E22.6	Inventory Report	
Each treatment/procedure should be associated with an inventory requirement. The software should have the ability to produce a list of supplies used on each call and for the day. This is not intended to be an inventory management system. At this time, this information will be used for planning purposes only.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	The Solution software should have the ability to report supply usage by call, day, unit, total monthly, etc.	
E22.7	Free Text Query	
The Solution software should have the ability to query or search on the free text or narrative portion of a PCR.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E22.8	Multi Field Query	
The Solution software should have the ability to search for a PCR on the content of field, combination of fields or portion of fields.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E22.9	Medical Protocol Compliance Report	
The Solution software should have the ability for the software to report on compliance of a call or calls to WFPS Medical Protocols.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe how this is accomplished.	
E22.10	Overridden Field Reporting	
The Solution software should have the ability to create a report showing required fields that were overridden and the reason for override for each PCR.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	A report of the audit trail of overrides should be available.	
E22.11	Incomplete or Missing PCR Reporting	
The Solution software should have the ability to create a report showing any incomplete PCRs or missing PCRs by individual, unit and platoon, based on CAD Incident log information.		

		Bidder Compliance Score Required where the box is white
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
(ii)	A report of PCRs with incomplete mandatory fields should be able to be auto reported to a supervisor.	
E22.12 Standard Report Scheduling		
The Solution software should have the ability to generate, print or send reports at predetermined milestones (e.g.: end of each month).		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
E22.13 Reporting of Old PCRs		
WFPS should be able to provide a copy of the PCR in the same format as it was at the time the original PCR was completed. This must be accomplished in spite of all software changes made by the Bidder, WFPS, or a third party. WFPS sees one way of ensuring this is to create an image of the PCR at the time it was finalized (e.g.: pdf). This should then be saved on the Solution server		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. . Describe how your software will meet this requirement.	
E22.14 Reporting Against Preset Norms		
The Solution software should have the ability to track incidences of certain data and notify WFPS when the frequency of an incidence is beyond preset norms. The purpose of this is as an early warning of potential epidemic. e.g.: parameter set for 100 nausea and vomiting chief complaints per week. If in a week there were 500 nausea and vomiting complaints this could be reported and investigated as a possible epidemic.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
E22.15 PCR Sampling for Review		
The Solution software should have the ability to randomly pick a portion of all PCRs for audit (E.g.: 10%) and the ability to pick a certain number of each employees PCR e.g.: 2 from every employee.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe	
E22.16 Crew Feedback		
The Solution software should have the ability for field staff to receive feedback on benchmarks (chute times hospital times etc.) at the time the call is completed and ability to comment on cause for deviation from benchmark.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
E22.17 Reports to the WRHA and Manitoba Health		
The elements collected for the WRHA and Manitoba Health should be taken from data entered in the standard user interface and not a separate screen for the data required by the WRHA and Manitoba Health.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
E22.18 Flat File Exports		

		Bidder Compliance Score Required where the box is white
The Solution software should have the ability to create a flat file export for WRHA and Manitoba Health with respective required fields.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
E22.19 Data Storage and Capacity		
The Solution must be capable of securing the PCR in a safe and secure environment for a period of not less than seven (7) years as required by the Manitoba Health.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
E22.20 Other Pertinent Information		
(i)	As applicable, the Bidder should include any other information you deem appropriate to demonstrate your reporting and querying capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	
E23. PROJECT EXECUTION		
E23.1 Project Plan		
<p>The Bidder should provide detailed plans and schedules for each phase of the project including:</p> <ul style="list-style-type: none"> ➤ Strategy or approach to be undertaken ➤ Project timeline or Gantt Chart ➤ Deliverables of each phase ➤ Key activities related to each deliverable ➤ A description of all significant milestones including dates when major deliverables will be completed ➤ The roles and responsibilities of key members of the delivery teams (include organizational chart) ➤ Any assumptions made regarding the involvement of WFPS or City personnel in the planning and delivery of the Solution. ➤ Estimates in person-days (specify how many hours a day) for each deliverable ➤ Critical success factors, any risks identified in each phase and the actions to be taken to mitigate these risks ➤ Proposed Critical Path and Resource Loading. Indicate the critical path including task dependencies and applicable resources assigned to those tasks ➤ The Quality Plan for each phase ➤ As possible, impacts to other areas in the organization, and dependencies on other projects. <p>Note: Although the Bidder will likely not be responsible for installation of the hardware and City IT development work required, time for these should be included in the project plan.</p>		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
(ii)	The Bidder should describe any personnel requirements that the City will need to provide during the project. Describe the roles and number of hours required for each role.	
(iii)	The proposed work schedule should include an estimate of the office space and related facilities, including location that would be required by the specified resources which are expected to be provided by the WFPS.	
(iv)	Describe the method used to arrive at project estimates and describe the accuracy of previous similar project schedules.	
E23.2 Project Implementation		

		Bidder Compliance Score Required where the box is white
<p>As part of the contract, the Contractor should supply a “project implementation specialist” to ensure the successful planning and implementation of all stages of the project. This includes at minimum, activities such as:</p> <ul style="list-style-type: none"> ➤ Needs Assessment ➤ User testing ➤ Pilot (field) testing ➤ Hardware and software implementation ➤ Training and orientation ➤ Conversion/migration activities ➤ WFPS Business process implementation ➤ Application acceptance signoff ➤ Warranty Period (if applicable) System Fixes and Updates ➤ On-going services processes implementation ➤ Review and signoff <p>Contractor provided plans and documentation are expected to be a deliverable for each activity</p>		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
<p>The “project implementation specialist” is expected to be a full-time role and should be resident in Winnipeg.</p>		
(ii)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement.	
<p>Where there are subcontractors or alliances involved in the Contract, the “systems integrator” role should be performed by the prime Contractor, the Contractor.</p>		
(iii)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
E23.3 Training of Support Staff		
<p>Thorough training should be supplied for the WFPS staff who will be supporting and administering the Solution application.</p>		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe this training by providing learning objectives for this training, estimated length of training, type of training, and location (Contractor site or Winnipeg).	
E23.4 Training of Field Staff		
<p>Thorough training should be provided for WFPS staff that will be using the Solution application.</p>		
(i)	Describe the plan to initially train all WFPS users. WFPS currently has no clinical educators who could be used in a train the trainer approach.	
(ii)	Explain this training by providing learning objectives for this training, estimated length of training, and type of training. If a train the trainer approach is used the Bidder should thoroughly train the WFPS Educators to a level where they can train other staff.	
(iii)	Indicate the length of classroom training time and practical time needed for field staff with minimal computer skills to be competent to use the Solution software live.	
(iv)	For the field staff training provide learning objectives, course outline, instructor to student ratio, teaching methods and equipment needed.	

		Bidder Compliance Score Required where the box is white
E23.5	Staffing Suitability	
<p>The City reserves the right to request the substitution or replacement of Contractor/Subcontractor staff at any time. This is unconditional in areas where the City has zero tolerance policies (e.g. substance abuse, Respectful Workplace). The Bidder shall describe their approach to providing backup personnel in the event of vacation, lengthy illness, resignations, etc.</p>		
	<p>(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.</p>	
E23.6	Staffing Continuity	
<p>Continuity of resources assigned to the project is critical to successful completion within budget and schedule. The Bidder should describe how continuity of resources will be maintained, especially where there are subcontractor arrangements.</p>		
	<p>(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.</p>	
E23.7	Application Documentation	
<p>Full documentation should be provided for the system, including but not limited to:</p> <ul style="list-style-type: none"> ➤ Application technical specifications including data models, data logic, data warehouse, process flows, purpose of tables and table contents ➤ System administration guide ➤ Application User guide and/or on-line help ➤ Installation procedures for the client 		
	<p>(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.</p>	
	<p>(ii) The Bidder should list the documentation that is provided. For each document indicate whether the documentation is on-line, paper, CD-ROM, etc</p>	
E23.8	Application Documentation – Copying	
<p>It is expected that multiple copies of certain types of documentation (training workbooks, system admin manuals) will be required. The Bidder should describe guidelines regarding rights to reproduce (paper and electronic) these documents, as the City will need to photocopy or make electronic copies of some materials.</p>		
	<p>(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.</p>	
E23.9	Application Documentation – Updates	
<p>Updated copies of the application and user documentation will be needed as system upgrades and fixes occur. The Bidder should include copies of revised documentation with the upgrades or fixes that occur.</p>		
	<p>(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.</p>	
E23.10	Other Pertinent Information	
	<p>(i) As applicable, the Bidder should include any other information you deem appropriate to demonstrate your project execution capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.</p>	

		Bidder Compliance Score Required where the box is white
E24. ON-GOING SERVICES		
E24.1 Problem Support Calls		
The Bidder should have a method for the City to access product support. Support shall be 24 x 7 x 365 days for system mission critical problems. Problems where the system is still functioning, and individual workstation is not working support is expected between 0700 hours and 1800 hours Winnipeg time (same day).		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
(ii)	The Bidder should specify how support requests are made (1-800#, website, etc.) and the schedule of support center hours (workweek, 24 hours x 7 days per week, etc.)	
(iii)	The Bidder should describe the support process including problem severity levels, from initial call logging to final problem resolution. Escalation in some cases will need the Bidder's resources to come on-site. Bidder should also describe their committed response times for related levels.	
(iv)	For telephone or remote support the Bidder should state the average and/or guaranteed response time for a Bidder resource with the appropriate skill to resolve the problem. The Bidder should keep a record of and monitor response times to support calls. The Bidder should describe what is the maximum allowed telephone response time to a serviced call. The Bidder should describe the maximum allowed on-site response time to a service call.	
(v)	The Bidder should describe which elements of the system maintenance are the responsibility of the Bidder and which are the responsibilities of the City for each cost option presented.	
(vi)	The Bidder should describe how many persons are dedicated full time to its support center at any given time. If no full-time person is dedicated to support center please indicate in the Comments section who (position in your organization) would respond to support requests. Provide details on skill set of support staff.	
(vii)	Describe how hardware parts replacement requests (if applicable) are handled and the average time for these rush deliveries to the Site.	
(viii)	Describe how critical parts, ordered out of normal working hours, are handled and the average time for these rush deliveries to the Site. (e.g. at 5:00 pm on a Friday).	
E24.2 User Group		
The Bidder should have or should organize a User Group. Explain details about the User Group including methods(s) of communication, number and locations of meetings, outcomes of current User Group, any costs of participation borne by the City.		
(i)	Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe.	
E24.3 Software Support		
The bidder should provide ongoing support and service for, but not limited to:		
<ul style="list-style-type: none"> ➤ "Bug Fix" ➤ Fixing interfaces to 3rd party hardware and software ➤ Upgrade of supplied system software, including custom portions ➤ Development and implementation of new or enhanced custom portions at our request ➤ Maintenance of supplied software including custom portions and interfaces to 3rd party hardware and software ➤ New release install (preliminary testing should be done prior to providing upgrades and new 		

		Bidder Compliance Score Required where the box is white
	releases). ➤ Trouble shooting/problem diagnosis ➤ Updating of any Bidder managed data tables e.g.: licensing	
	(i) Describe the services you provide for each type of the services listed above. Indicate if the prime responsibility rests with the City or the Bidder and indicate if the service is included with the standard service or if it is provided on a fee basis.	
	(ii) Describe what is considered billable support not included within a support contract (lease), and applicable fees.	
E24.4 Base Software Update		
The Bidder should ensure base software and purchaser package code stays abreast of current Bidder software releases (e.g.: operating systems, Windows, network server software, etc.) including the incorporation of new hardware and software functionality. Explain policy governing these upgrades. (The same expectation applies for a leased arrangement).		
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe policies and procedures in this area.	
E24.5 Custom Software Updates		
The Bidder should provide upgrades to City custom code to keep it synchronized with new releases of your base software.		
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe policies and procedures in this area.	
E24.6 Custom Code Maintenance		
The Bidder should maintain custom code for the City and policies for making it available to the City.		
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe policies and procedures for maintaining custom code for each client.	
E24.7 Production / Non-Production Support		
The Bidder should not be allowed access to the production / non-production Servers except when working on-site with direct City supervision.		
	(i) Acknowledge understanding of this requirement and describe how your Solution complies to or exceeds this requirement. Describe how bug fixes, upgrade and maintenance service will be handled based on this restriction.	
E24.8 Other Pertinent Information		
	(i) As applicable, the Bidder should include any other information you deem appropriate to demonstrate your project execution capabilities and to uniquely qualify you to provide a Solution for the City of Winnipeg.	