

## SCHEDULE 1 - PROPONENT QUESTIONNAIRE

**Proponent Name:** \_\_\_\_\_

Proponents, at a minimum must provide a written response to each of the questions as part of their submission package. Bidders should attach additional information to this questionnaire to support their written responses. Additional information must be cross-referenced to the numbers used in this questionnaire.

### Project Approach / Methodology

#### Process Overview

1. Provide a flowchart or other overview presentation of the processes used in your hotline tip intake system. Include a detailed written description of your processes.
2. Provide a summary of the types of configuration and customization available for your hotline intake processes.
3. Describe the performance standards that you have established for your intake operator call centre and the process you use to monitor and ensure that those standards are met. Include comparative standards between English telephone intake and intake in other languages.
4. How will you ensure that you have the capacity to provide hotline intake services to the City while maintaining your service standards?

#### Assistance with Hotline Promotion

5. Describe and provide examples of communication plans and materials used in effective hotline promotions with which your company has been involved.
6. Describe the types of ongoing employee/public communication plans with which you have assisted clients and comment on the effectiveness of each.

#### Tip Intake

7. Provide a descriptive overview of the process you use to screen tips of a nuisance nature. Supply an example of a typical script that may be used for a hotline tip intake interview.
8. What degree of telephone intake script configuration and customization is included in the price quotation (Schedule 2) and how much configuration and customization would be available without incurring additional fees?
9. Describe each of the tip intake methods (toll-free anonymous phone call and secure web form) supported by your system and the benefits and limitations of each intake method. Include discussion of the security standards (such as https) used by your web form and your telephone system to protect the identity of those employees/public who choose to remain-anonymous.
10. In what ways do your interview processes ensure that each phone tip is explored for all available pertinent information during the intake interview?
11. How do you manage the ongoing confidentiality, quality, consistency, and completeness of intake interviews, database records, and backups of associated data?
12. What communication avenues are available for the City to request follow-up information from tip providers who choose to remain anonymous?
13. How would you manage communication of tips that implicate one or more of the City's designated contacts?
14. What is the normal elapsed time from receiving a tip to authorized City staff being able to retrieve the tip?
15. What is your process and timing for processing an urgent or emergency tip and reporting it to the designated emergency contacts at the City?

## Reporting

16. Provide a copy of a typical report that you would make available online to the City after receiving a tip on the hotline.
17. Provide a copy of typical weekly and monthly summary reports and data that you would make available online to the Audit Department.
18. Do you entertain requests for customized reports and if so, what is your change management process?
19. What types of trend analyses are available from your standard case management reporting system?

## Program Measures

20. What do you consider to be reasonable measures of the effectiveness of a hotline intake program?
21. What makes your tracking and reporting system effective?
22. What means are available in your case management system to facilitate program effectiveness evaluations and opportunities that could enhance the effectiveness of the City's hotline program as it matures?

## Data Integrity, Security, and Privacy

23. Describe the hardware and infrastructure on which your hotline intake and case management system operates and indicate any system access limitations (ex: which web browsers will work) and any potential problems in accessing or using your hotline intake and case management system that the City would be likely to encounter.
24. What processes do you employ and how frequently do you test to ensure data security at 1) your call centre, 2) your data centre, and 3) your backup data centre (system security protocols, types of firewalls, types of intrusion monitoring, access security measures, patch management, etc.)?
25. How do you ensure that records do not leave the data centre or backup data centre without authorization?
26. What processes do you employ (e.g. independent penetration testing, SAS70 or SASE16 compliance audits) and how frequently do you test to ensure physical and electronic integrity and security of electronic and physical records at 1) your call centre, 2) your data centre, and 3) your backup data center?
  - a. What processes do you have in place to ensure that SAS70 or SASE 16 IT security standards are applied on your hosting services or the services of your third party hosting service?
  - b. If you are the successful Proponent, will you provide your latest data integrity and security assessment audit reports to the City with your signed contract and then annually, 45 days prior to contract renewal?
  - c. If your data environment changes, you will notify the City immediately and provide a data integrity and security assessment audit report demonstrating that the new configuration provides equal or better data security.
27. Indicate whether or not you have implemented data encryption for all hotline data and backups. If you have implemented data encryption technologies, describe your encryption policy and related standards.
28. Describe how you would provide all closed records to the Audit Department at the end of each contract year.
29. Describe the means by which you ensure high reliability of your hotline intake system (phone and web form) on a 24x7x365 basis, including your guaranteed service availability (uptime). Also describe how you manage tips during scheduled maintenance periods.
30. Describe your records retention schedule and how you manage backup and archiving requirements to ensure that closed case files are available for at least the previous twelve months at any given time. Active case files must be available at all times.

31. How is your data centre physically segregated from the call centre?
32. How is your data backup centre physically segregated from your call centre and your data centre?
33. Provide a summary of your business continuity plan as it would relate to operation of hotline intake services for the City of Winnipeg.
34. How do you segregate client databases from one another?
35. How do you ensure that only those within your company who have a need to know have access to electronic or physical records related to tips in your case management system? Describe the manner in which you ensure appropriate segregation of duties.
36. How do you ensure that only authorized City personnel have access to electronic or physical records related to tips in your case management system? How will you ensure that the communication channel between City staff and your case management system will be kept secure?
37. How do you ensure that only authorized City personnel can input information into your case management system?
38. How do you ensure that only City employees can access your web form reporting tool and the system used for communicating with anonymous employees/public?
39. Have you completed a privacy impact assessment of your hotline intake and case management systems to ensure compliance with protection of privacy legislation? If so, indicate when the latest update was completed and your review and update schedule.

#### **Case Management System Availability**

40. What are the benefits and limitations (include any associated costs for exceeding those limits) of the City using your case management system to input and manage tips received directly by the Audit Department that are received through other channels?

#### **Training**

41. Describe your training program for call centre staff and discuss the process you use to ensure ongoing quality of tip intake processing.
42. Describe the training that will be provided to designated Audit Department employees and other designated City employees who are assigned as case managers, investigators, or program coordinators and how that training will be accessed on an as-needed basis by City staff.

#### **Optional Services**

43. Describe the means by which you would research, evaluate and suggest implementation of leading practices for a Rewards Offer Program for tips that result in savings/recovery for the City of a tangible amount in a municipal government setting.
44. Provide information on the implementation/integration of a Rewards Offer Program to the hotline and case management system.