FORM N: PROPONENT PROPOSAL - REQUIREMENTS

Instructions for filling out Form N: Proponent Proposal - Requirements

1. Complete Form N: Proponent Proposal - Requirements
2. Follow the proposal instructions in the Proposal Instructions section below

PROPOSAL INSTRUCTIONS

1. **For each Mandatory requirement, provide a Y (Yes) or N (No), indicating whether your solution can meet the requirement**. Y indicates that the solution you are proposing will meet the requirements listed in the requirement statement. N indicates that the solution you are proposing will not meet the requirements.

2. **For each Non-Mandatory requirement indicate which Proponent response code that best describes your solution:**

    Y – Available Out of the Box: the solution for the requirement is currently available in the existing product "out of the box". Configuration may be required to enable the feature (requirement will be met through changes to settings of tables, switches, and rules without modification to the source code). Requirement is installed and operational at other sites and can be demonstrated to the City of Winnipeg.

    C – Available via Customization: the solution for the requirement is not currently available in the existing product "out of the box", but may be incorporated via customization of the solution components. Requirement will be met through changes to the source code which would require analysis and re-application during updates, upgrades, or when applying software patches.

    F – Future Availability: the solution for the requirement is not currently available, but will be available in an upcoming planned product release.   If this option is indicated, include the date/timeframe when the requirement will be available for implementation, which should be either:
    a) A planned release up to 3 calendar months after the RFP 820-2018 competition close date, where an additional Proponent response code of **3** should be provided;
    b) A planned release up to 6 calendar months after the RFP 820-2018 competition close date, where an additional Proponent response code of **6** should be provided, or
    c) A planned release up to 12 calendar months or longer after the RFP 820-2018 competition close date, where an additional Proponent response code of **12** should be provided.

    3 – Third Party Supplied: the solution for the requirement is expected to be met by using a third party vendor's existing product, either integrated or non-integrated.

    N – Not Possible: the solution for the requirement will not be provided by the Proponent.

Notes:

1.   An omitted response will be assumed to be the same as a response code of "N".
2. Any deviation from the response code will be re-coded at the discretion of the City of Winnipeg.

A. Mandatory Requirements				Proponent Response (Y, N)
A1. General Requirements				
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1 of Appendix 1**	**RFP Requirement Ref#**	
Must enable Decision Makers to use ECM to retrieve the right information from the right documents, when they need it.	Automation	(Section 7.1)	R1	
Must automate high impact and high profile business processes that feed information to management, Council and the public.	Automation		R2	
Must enable Business Owners to set the standards of use for the system. (e.g. retention policies, document types, metadata, search criteria, access security roles).	Automation		R3	
Must control the versions of documents/records in order to help identify final and correct versions.	Automation		R4	
Must assist definition and enforcement of access controls to protect City information assets and comply with legislation and policy.	Automation		R5	
Must assist with establishing and maintaining consistent Access and Security Controls.	Automation		R6	
Solution must offer the full feature set of a client-based solution through a web deployable interface (i.e. rich internet application).	Web Client Interface	(Section 7.2)	R7	
Solution must support Web Client to provide a dashboard component to create and manage personalized interfaces that present end users with access to priority content and tasks (e.g., workflow status report, commonly used document searches).	Web Client Interface		R8	
Must describe how core search and retrieval client allows users to search for multiple document types (e.g., text/COLD, image, PDF, Word, etc.) in one search.	Search Experience		R9	
Must eliminate manual ECM and records management tasks such as uploading and indexing files.	Document Management	(Section 7.3)	R10	
Must enforce disciplined records management.	Document Management		R11	
Must support the destruction of records so that they cannot be reconstructed.	Document Management		R12	
Must support automatic deletion process for documents not declared as records.	Document Management		R13	

A. Mandatory Requirements				Proponent Response (Y, N)
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1 of Appendix 1**	**RFP Requirement Ref#**	
Must maintain a record of all records destroyed including all attached metadata.	Document Management		R14	
Must support all incoming Admin records have a True Document Date as part of required metadata in order to support disposition.	Document Management		R15	
Must enable easy search and utility to make information more useful.	User Interface		R16	
Must support documents to be added to a workflow in several different ways including: • Scanning • Enterprise text report processing • Electronic forms processing • Document import processing • API • E-mail interface • Drag & drop application screen	Process Initiation		R17	
Must provide a foundation for City-wide search.	Document Management	(Section 7.3.1)	R18	
Must be able to guide the users through the process of creation, editing, review, approval, retention policy assignment.	Content Management		R19	
Must support the enforcement of the City By-law and retention policies automatically.	Document Management		R20	
Must support enforcement of access controls mechanism automatically so that users can view relevant content that they have been granted specific access to, based on configured business rules.	Content Management		R21	
Must provide the ability for the workflow process to interact directly with database tables, allowing external data received to be used as part of a workflow process.	Document Management	(Section 7.3.2)	R22	
Must provide ability for the workflow process to interact directly with defined web services, allowing external data received to be used as part of a workflow process.	Core BPM Requirement		R23	
Must provide the ability to update metadata of document in ECM repository from process event.	Core BPM Requirement		R24	
Must provide the ability to add document to ECM repository from process event.	Core BPM Requirement		R25	

A. Mandatory Requirements				Proponent Response (Y, N)
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
Must enable to measure the health and usage of the ECM technology environment, such as service availability and downtime.	Operational Metrics	(Section 7.3.3)	R26	
Must be able to measure what are the service availability rates.	Service Availability		R27	
Must be able to measure and report downtime.	Service Availability		R28	
Must be able to measure the search time to produce results.	Search Retrieval		R29	
Must be able to measure how long it takes a user to start searching until they find what they want.	Performance		R30	
Must be able to measure the rate of adoption across the business process.	User adoption		R31	
Must be able to measure the percent of available storage is used.	System Job Reports		R32	
Must be able to measure how many and which files were accessed weekly, monthly annually,	System Job Reports		R33	
The system must be capable of operating on a variety of hardware platforms including but not limited to: • Desktop computer • Laptop computer • Tablet computer	User Experience		R34	
Access to each data model or module must be controlled by security which is configurable by the system administrator	User Experience		R35	
The system administrator must be able to create security groups and assign tables to that security group. Designated users must be allowed the security to add, modify records as appropriate.	User Experience		R36	
The system administrator must be able to add users to each security group as required	User Experience		R37	
Must display all of the associated information about a document right alongside the image itself – displaying index values, notes, related documents, revisions, discussion threads, and document history.	User Experience		R38	
Must support searching across multiple document classifications, including data from external sources.	User Experience		R39	

A. Mandatory Requirements				Proponent Response (Y, N)
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
Must support solution's search interface to accommodate multiple search methods from a single interface. This includes advanced search operators, full text searching, index value searches, searches against defined document types, all file formats, date ranges, etc.	User Experience	(Section 7.5.2)	R40	
Must provide the ability for a user to filter search result list by dragging and dropping attribute fields (index values).	User Experience		R41	
Must provide the ability for users to output search results to Excel, printer, email, or print-friendly format.	User Experience		R42	
Must allow for printing, or saving, of one or multiple documents from search results.	User Experience		R43	
Must support pick lists associated with metadata fields.	Metadata		R44	
Must support varchar (string), date, float/currency, and numeric data types.	Metadata		R45	
Must support an unlimited number of document types.	Metadata		R46	
Must include a built-in viewer that allows for rendering of many different document formats in a single interface.	Viewer		R47	
Must provide a viewer that support standard functionality such as rotate, sizing (fit width, fit height, fit window, zoom percentage).	Viewer		R48	
Solution viewer must support printing functionality.	Viewer		R49	
Must support annotations to be added via SDK or API.	Viewer		R50	
Must provide the ability to lock documents so other users cannot make modifications or delete document while locked.	Document Management		R51	
Must provide the ability to version documents through Check-In and Check-Out functionality.	Document Management		R52	
Must control and track the modification of documents through multiple revisions, allowing users to view prior revisions and track document history.	Document Management		R53	
The solution must clearly display the number of revisions associated with a specific document.	Document Management		R54	

A. Mandatory Requirements				Proponent Response (Y, N)
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
Must provide the ability to cut or copy pages from one document to another (TIFF images).	Document Management		R55	
Must distinguish between Admin records (where retention is based on the age of the document) and Case records (where retention is triggered by a specific event – e.g. expiration of contract, termination of employment).	Document Management		R56	
Must allow for the creation of document handling rules (DHR) that determine which documents are collected as declared records and how they are to be managed.	Document Management		R57	
Must allow for DHR variable substitution capability in order to simplify the creation of DHR for case files where large numbers of similar documents all require their own unique handling rule.	Document Management		R58	
Must provide the ability to email documents out of the system.	Document Management		R59	
Must provide integration with Microsoft Office products and Windows Explorer.	Document Management		R60	
Must allow for documents to be accessed by authorized from external locations (outside of the City network, not through VPN).	External Access		R61	
Must allow for documents to be shared selectively with external parties.	External Access		R62	
Must allow for documents to be uploaded to specified locations by external parties.	External Access		R63	
Must allow for publicly accessible links to be created so that internal documents may be shared via email.	External Access		R64	
Must support API input of documents.	Input		R65	
Must support a security model with multiple levels of annotation security.	Security Model		R66	
Must support a security model that allows for access to create searches.	Security Model		R67	
Must support a security model that controls access to modify document metadata or content.	Security Model		R68	
Must provide the ability to import and export application configurations to ease migration of settings between environments.	Administration		R69	

A. Mandatory Requirements				Proponent Response (Y, N)
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
Must provide a single interface for the configuration and administration of all major system components (for example: application configuration, index value configuration, user groups and rights assignments, and storage structure).	Administration	(Section 7.5.2)	R70	
Must provide an export mechanism for mass-exporting of content in a non-proprietary format. This must supply both the document and the index values.	Storage		R71	
Must provide an export mechanism for mass-exporting of content in a non-proprietary format. This must supply both the document and the index values.	Storage		R72	
Must store pointers in the database to file storage locations, as opposed to a BLOB in the database.	Storage		R73	
Must support means of migrating objects from one storage location to another.	Storage		R74	
Must support the ability to encrypt data at the database level and at the file storage level, as well as content that has been backed up/at rest.	Storage		R75	
Must have SDK or APIs for accessing and managing documents from external programs.	Integration		R76	
Must have all Document Management Features including listing, full text indexing, metadata & templates, version control, drop spot, multiple workspace, pdf creation, optical character recognition (OCR), google docs, digital signature, barcode recognition and retention policies.	Integration		R77	
Must allow for custom tools to be built and added to product.	Integration		R78	
Must track user logins/logouts	Reporting		R79	
Must track when documents are accessed by user.	Reporting		R80	
Must track when documents are deleted by user.	Reporting		R81	
Must track when documents are updated/modified by user.	Reporting		R82	
Must track when document metadata is updated/modified by user.	Reporting		R83	
Must track when a document is downloaded or emailed by user.	Reporting		R84	

A. Mandatory Requirements				Proponent Response (Y, N)
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
Must support distributed capture and isolation of licenses by location and or AD Groups.	Infrastructure	(Section 7.5.3)	R85	
Must provide for administrative access based on AD Group for setting up security for the rest of the security model.	Security Model		R86	
Must allow for the administrator to turn security on and off.	Security Model		R87	
Must support an API, capable of being used by Microsoft .Net languages, that allows for the automation of capture tasks.	Integration		R88	
Must support centralized administration of all capture processes with access controlled by AD Group membership.	Administration		R89	
Must support both scanning of paper documents and the importing of electronic format documents.	Functionality		R90	
Must support the polling of a directory structure to import documents using the names of the folders and portions of the file name as index fields in the documents.	Functionality		R91	
Must support the use of image cleanup and enhancement technology to allow for improving image quality and resolution during the capture process.	Functionality		R92	
Must support the release of documents and meta data to multiple backend systems.	Functionality		R93	
Must support the development of additional release options using a provided API that can be implemented using Microsoft.Net languages.	Functionality		R94	
Must provide full auditing of the actions taken by each user during the capture process including all facets of the process including deletion of documents and batches of documents.	Functionality		R95	
Must support reporting on all facets of the Capture process by user and type of activity.	Reporting		R96	
Must allow e-mails and attachments to be automatically imported and fully indexed into the System without any user intervention or data entry.	Document Management	(Section 7.5.7)	R97	

A. Mandatory Requirements				Proponent Response (Y, N)
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
Must allow the user to access the ECM system's workflow processes from the e-mail client interface, with the ability to decision items (execute tasks) and view related documents directly from the e-mail message notification.	Email Integration to Workflow	(Section 8.1)	R98	
Must provide the ability to search on e-mail index values and/or perform a full-text search on e-mail and attachment content.	Email Archive		R99	
Must support the capability to provide general Role Based Access Control.	System Permissions and Security		R100	
Must support the capability to maintain confidentiality of documents and data between departments and business units.	System Permissions and Security		R101	
Must support the capability to use Active Directory (AD) as the primary authorization and authentication repository [single sign-on] and make use of the AD-defined users and groups.	System Permissions and Security		R102	
Must support the capability to administer security and access control at the group and individual user level. A user may be granted direct access through Active Directory AD [single sign-on], or through the use of a defined group.	System Permissions and Security		R103	
Must support the capability to have access to documents stored in the Cloud.	System Permissions and Security		R104	
Must support the capability to automatically provide audit, control, and record the identity of any user who accesses, views, alters, deletes, or uses solution information (e.g. IP address, MACID, user-id, timestamp, etc.).	System Permissions and Security		R105	
Must support the capability to ensure audit records cannot be updated or deleted.	System Permissions and Security		R106	

A. Mandatory Requirements				Proponent Response (Y, N)
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
Must describe the system's security methodology (rights and privileges), including system's ability to assign security at each of the following levels: • User groups • Users • Document Type Groups • Document Types • Index Values • Folders • Notes • Workflow • Import Processors • Scan Queues • Configuration	Security Administration	(Section 8.1)	R107	
Must describe the different security options for logging into the system.	Authentication		R108	
Must send documents as an encrypted PDF.	Encryption		R109	
Must allow designated users to perform the following administrative tasks via the web-based client: • Add new users • Change passwords • Reset passwords • Apply rights to user groups	Web Administration	(Section 9.1)	R110	
Must store documents in their original, native file formats, not in a proprietary format.	Storage Format	(Section 9.7)	R111	
Must contain an export tool for massive exporting of content in a non-proprietary format. This must supply both the document and the index values.	Export		R112	
Must allow users to check documents out of the system for access via a localized copy that can be worked on, checked back in, and processed automatically.	Off-line		R113	
The system's storage architecture must allow for documents and images to be stored at one to many different physical locations for the purpose of redundancy. If one of the locations were to have a failure, there would be no interruption of access to the documents.	Fail-Over / Redundancy		R114	
System must offer both dedicated user and concurrent (pooled) client access	Licensing Flexibility	(Section 9.8)	R115	

licenses.				
Training options must include train-the-trainer technique within training offerings.	Training	(Section 9.9)	R116	
The vendor must provide system administration training.	Training		R117	
Training options must include web-enabled training courses and tutorials.	Training		R118	
Must describe the test and development Environments provided.	Training		R119	
Must have the capability for maintenance and support to be provided either by the City of Winnipeg internal resources or via external resources.	Support		R120	
Must support a service level agreement model involving the Proponent or outsourced third party, as may be required by the City of Winnipeg Management and Application Maintenance policies	Support		R121	
Must correctly implement the defined policies and standards by the City of Winnipeg.	Automation		R122	
Must provide the capability for users to personalize the user experience (e.g., personalized homepage that opens to personal workflow lifecycles, stored favorite retrievals, etc.).	Client User Interface		R123	
Must provide ability to display the document being indexed in a preview pane during the indexing process.	Client User Interface		R124	
Must support a hierarchical file plan /retention schedule that allows for the classification and disposition of records in accordance with the City By-law 86/2010 http://clkapps.winnipeg.ca/dmis/docext/ViewDoc.asp?DocumentTypeId=1&DocId=5220	Records Management		R125	
Must permit users to declare a document to be a record (locks it down and applies specific metadata to it, including classification and retention based on By-law 86/2010)	Records Management		R126	

A. Mandatory Requirements				Proponent Response (Y, N)
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
Must support formal 3-stage process for disposition of records where records are qualified, made available for review and only destroyed after approval by designated authorities.	Records Management	(Section 9.9)	R127	
Must Prevent the automated destruction of records as well as destruction outside the formal process.	Records Management		R128	
Must provide the ability to auto-import camera images and media files directly from a connected device.	Client User Interface		R129	
The Interface must accommodate multiple search methods from a single panel. This includes advanced search operators, full text searching, text searching, searches against notes, index value searches, searches against defined document types, all file formats, date ranges, etc.	Search Experience		R130	
Must allow drag-and-drop import of messages into the ECM system using e-mail client folders in order to automate the classification and indexing of e-mails & attachments (e.g., a user could create a folder for POs, one for invoices, another for resumes, etc.).	Email Integration	(Section 7.5.7)	R131	
Must support single instance storage of both e-mail and attachments. For example, e-mails and attachments are only stored once in the E-mail Archive, with the sender and all recipients pointing to one record/file.	Email Archive		R132	
Must support the capability to ensure Disaster Recovery and Data Loss Prevention measures are in place, such as redundancy and back-ups, in order to avoid or minimize business disruption and data loss.	System Performance and Availability		R133	
Must support the capability to ensure the Records Management By-law No. 86/2010 is followed as per the Administrative Standard AS-006 Corporate Recordkeeping	Records Management	(Section 9.2)	R134	
Must support the capability to archive records based on City of Winnipeg records management policies.	Records Management		R135	

A. Mandatory Requirements				Proponent Response (Y, N)
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
Vendor must provide a warranty for the product/solution.	Records Management		R136	
The vendor must be able to provide a process for system upgrades.	Records Management		R137	
The vendor must provide software configuration training to identified super users.	Records Management		R138	
Vendor must provide 7/24/365 support • The vendor must provide an agreed service level agreement • The vendor must provide a response within a certain time frame to calls for assistance • The response time must be based on the priority of the request • The vendor must provide first, second and third level support	Records Management		R139	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
B1. General Requirements				
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
Should enable users to play, stop, and pause multimedia files (audio/video) with the native viewer.	Client User Interface	(Section 7.2)	R140	
Should enable users to easily navigate and perform their primary job tasks with intuitive ribbon-style toolbars, tabs and easy access features that are based on the familiar look and feel of Microsoft Office products.	Client User Interface		R141	
The system should use common standard hot-key combinations and keyboard conventions as are found in Windows applications.	Client User Interface		R142	
The system should support the manual or automated extract of data in formats that are usable for all standard applications including, but not limited to: • .csv • .html • .xml • .rtf • .doc	Client User Interface		R143	
The system should support the manual import of data from a variety of formats including but not limited to: • .csv • .html • .xml • .rtf • .doc	Client User Interface		R144	
The system should support the attachment of external documents in all of the standard formats including, but not limited to: • .csv • .doc • .jpg • .pdf	Client User Interface		R145	
There should be a mechanism for attaching internal and externally available documents and images to records within the system	Client User Interface		R146	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
B1. General Requirements				
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
Should offer full support for Internet Explorer and Mozilla Firefox browsers on Windows platforms as well as full support for Chrome, Mozilla Firefox and Safari browser on the Macintosh platform.	Web Client Interface	(Section 7.2)	R147	
The system should be accessible through a web-based interface	Web Client Interface		R148	
Should support ability for a user to filter a broad search result list by dragging and dropping attribute fields (index values).	Search Filtering		R149	
Should enable users to create their own personalized saved searches without the intervention of administrators.	Search Experience		R150	
Should provide the ability for meaningful document names to appear in a search results list that can contain both static text as well as defined index values, offering a more detailed description of the documents returned.	Search Experience		R151	
Should provide the ability to utilize full text searching alongside index value search.	Search Experience		R152	
Should support advanced full text search capabilities that include fuzzy, inflectional, thesaurus, proximity, wild card, and SOUNDEX. Search Experience.	Search Experience		R153	
Should provide the ability to not only retrieve and archive to the ECM system from the native office toolbar, but also search and retrieve ECM stored content from directly inside the native office application.	Search – Microsoft Office		R154	
Should provide the ability to automatically link related documents of similar or different file types to each other (e.g., a mainframe-generated text file to a TIFF image).	Retrieval		R155	
Should provide the ability to identify hot spots or zones that trigger multiple related documents from the primary document.	Retrieval		R156	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
B1. General Requirements				
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
Should provide task buttons and user interaction on a menu from open documents through standard document retrieval (i.e. user does not need to enter the Workflow Client).	Integrated Workflow		R157	
Should enable automation of the business processes that span "cradle-to-grave" for the document/record lifecycle	Workflow	(Section 7.3)	R158	
Should allow user input to be created using an electronic form which allow one or two step workflow in order to maintain consistency in metadata, filing (taxonomy placement) and records management.	User Input		R159	
Forms should be creatable and editable by the system administrator. • A form can be created with static text or with information linked from existing data using a query. • The form can collect new data in existing record tables or a new field can be custom created. • Data entered into a form can be free text, derived from a customized pick list, or from a query.	User Input		R160	
Forms should have workflows editable by the system administrator. • Forms may have tracking processes and workflows based on who needs to complete the form and approve or review it. • A form can be assigned to a user or group and require review or approval from other designated user groups. • Forms or approval assigned to an individual can be reassigned if required. • Based on the where a form is in a workflow it may have a status.	User Input		R161	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
B1. General Requirements				
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
Should allow for the automatic distribution and sorting of work based on load balancing rules, including role, availability, percentage, order of arrival, index values, or the size of existing workloads for users, as well as custom-built work distribution rules.	Work Distribution	(Section 7.3)	R162	
Should create and publish Web content.	Content Management	(Section 7.3.1)	R163	
Should be able to notify users of new tasks or changes in the status of content in the process.	Document Management		R164	
Should allow for collaborative (simultaneous) editing of documents.	Document Management		R165	
Should be able to create documents from templates defined by metadata or workflow – that is, by virtue of a certain workflow being invoked or certain metadata being entered, the system should provide me with the correct template.	Document Management		R166	
Should enable users to setup and monitor the status of reports to track the progress of various processes and workflows.	Reports	(Section 7.5.2)	R167	
The system should provide views and reports that support user definable searches on all system data elements.	Reports		R168	
The system should be delivered with out-of-the-box canned reports which can be run by users based on security levels.	Reports		R169	
All views and reports generated "on-screen" should be printable.	Reports		R170	
All system 'canned report's should be exportable by the users in either .pdf or .doc(x) format.	Reports		R171	
The system should allow the user to save reports so that they can be run whenever required.	Reports		R172	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
Requirement Description	Requirement Category	ECM Requirements Analysis Section# of Appendix 1	RFP Requirement Ref#	
The system should allow for the scheduling or automation of reports to be run by: • date/time • specific incident type	Reports		R173	
The system should provide a mechanism for disseminating reports to specified personnel via email or some other method.	Reports		R174	
The system should provide a dashboard function for monitoring information in real-time by designated users.	Reports		R175	
Users should be able to determine what information is displayed on the dashboard based on their security within the system and role within the department.	Reports		R176	
The system should allow the users to run a wide range of reports as related to user performance, time on task and resource deployment.	Reports		R177	
Content of any reports should be user definable.	Reports		R178	
Frequency of any reports should be user definable.	Reports		R179	
Should enable Managers to pull statistical data with reports from the system to measure metrics on process performance.	Metrics		R180	
Should support the measurement of declaration rates across the organization, broken down by department (% of emails and documents that are declared as records by users).	Records Management		R181	
Should enable measurement of classification accuracy rates across the organization, broken down by department (% of emails and documents declared as records that are accurately classified according to the organization's file plan).	Records Management		R182	
Should ensure the solution has Software Development Kit (SDK) or Application Program Interface (APIs) for accessing and managing documents from external programs.	Content Management	(Section 7.3.2)	R183	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
Requirement Description	Requirement Category	ECM Requirements Analysis Section# of Appendix 1	RFP Requirement Ref#	
Should allow for custom tools to be built and added to the product.	Document Management		R184	
Should enable the triggering of retention periods based on time, event or relationship requirements.	Records Management		R185	
The system should provide a mechanism for disseminating reports to specified personnel via email or some other method.	Reports		R186	
Should support the management of physical records, including boxes, folders and artifacts.	Records Management		R187	
Should enable measurement of ECM-specific metrics such as search retrieval performance and storage utilization.	Operational Metrics	(Section 7.3.3)	R188	
Should enable measurement of the progress and performance of the overall ECM program, such as number of concurrent ECM projects, unit's costs for ECM shared services, adoption levels, and user satisfaction levels with the program.	Program Metrics		R189	
Should capture performance and usage metrics.	Workflow		R190	
Should provide reporting and statistics in flexible and intuitive displays.	Reporting		R191	
Should review, retain and dispose of records.	Document Management		R192	
Should be able to measure how many business processes and applications are using the system.	Solution Usage		R193	
Should be able to measure the average time to deploy business solutions / processes.	Average Implementation Time		R194	
Should be able to measure the program satisfaction rates with clients for implementation times, communications, responsiveness, support, quality of resources.	Customer Satisfaction		R195	
Should provide the ability for users to personalize the user experience (e.g., personalized home page that opens to personal workflow lifecycles, stored favorite retrievals, etc.	User Experience	(Section 7.5.2)	R196	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
Requirement Description	Requirement Category	ECM Requirements Analysis Section# of Appendix 1	RFP Requirement Ref#	
Should provide Administrators with the ability to create static and dynamic searches using hidden fields, control lists, prompts, and joins with external data.	User Experience	(Section 7.5.2)	R197	
Should provide advanced full text search capabilities that include AND, OR, NOT, NEAR, *, and FormsOf.	User Experience		R198	
Should provide the ability to utilize full text searching alongside index value search.	User Experience		R199	
Should offer hit highlighting for content retrieved from full text searching	User Experience		R200	
Should provide the ability to link disparate applications via equal values.	User Experience		R201	
Should provide the ability to link searches to external data via equal values.	User Experience		R202	
The system administrator should be able to configure security on a user by user basis down to the variable level. User A should be able to view some data on Form A but not all of it.	User Experience		R203	
The system should be configurable by the system administrator • Forms • Reports • Frequently Asked Questions (help files) • Adding data elements	User Experience		R204	
The system should allow the system administrator to customize all forms within the system.	User Experience		R205	
Should allow for custom metadata fields (index fields) to be applied to repositories (applications).	Metadata		R206	
Should support modification of applications to add or remove metadata fields after creation.	Metadata		R207	
Should support update of metadata values for multiple documents at the same time.	Metadata		R208	
Viewer should support annotation functionality (text, lines, redactions, highlights, stamps, sticky notes).	Viewer		R209	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
Requirement Description	Requirement Category	ECM Requirements Analysis Section# of Appendix 1	RFP Requirement Ref#	
Should allow for control as to whether or not documents are printed with annotations.	Viewer	(Section 7.5.2)	R210	
Should provide the ability to associate documents to other documents.	Document Management		R211	
Should support COLD ingestion and viewing.	Document Management		R212	
Should support user input of documents that control metadata input. Also supports API input of documents.	Input		R213	
Should support security model based on application and search access.	Security Model		R214	
Should support a security model that controls create/write rights at an application level.	Security Model		R215	
Should support a security model that controls delete rights at an application level.	Security Model		R216	
Should support a security model that controls print rights at an application level.	Security Model		R217	
Should support a security model that controls download rights at an application level.	Security Model		R218	
Should support a security model that controls lock rights at an application level.	Security Model		R219	
Should support a security model that controls unlock rights at an application level.	Security Model		R220	
Should support a security model that controls annotation rights at an application level.	Security Model		R221	
Should support a granular annotation security model that allows for explicit access to things like redactions, stamps, text.	Security Model		R222	
Should allow for ease of configuration, in that most administrative tasks can be done by an internal resource as opposed to a third-party software expert.	Administration		R223	
Should allow the archiving of documents to various media, including: Windows file servers, to allow the leveraging of Share and NTFS permissions.	Storage		R224	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
Requirement Description	Requirement Category	ECM Requirements Analysis Section# of Appendix 1	RFP Requirement Ref#	
Should provide means to store objects of disparate applications or repositories in separate physical locations.	Storage	(Section 7.5.2)	R225	
Should support system-only access to storage location.	Storage		R226	
Should store documents in their original, native file formats, not in a proprietary format.	Storage		R227	
Should track when a document is printed by user.	Reporting		R228	
Should track when annotations are added by user.	Reporting		R229	
Should track when annotations are updated/modified by user.	Reporting		R230	
Should track when user executes search.	Reporting		R231	
Should support multiple applications or web servers in a load balanced configuration for redundancy and scalability.	Infrastructure	(Section 7.5.3)	R232	
Should support controlling access to the categories of document being captured by AD Groups.	Security Model		R233	
Should support controlling access to the steps in the capture process so that some users can scan while others can do indexing.	Security Model		R234	
Should support an API that allows for extensions to be built in Microsoft .Net language.	Integration		R235	
Should support defining groups of documents that will be captured and the processes that will be used during the capture life cycle.	Functionality		R236	
Should support the automated importing of documents using an index file with pointers to documents.	Functionality		R237	
Should support document separation using Patch Codes, Bar Codes, Fixed Page Count, Manual, and Forms Feature Recognition.	Functionality		R238	
Should support Forms Recognition based on Barcodes and other Forms Recognition techniques.	Functionality		R239	
Should support metadata field definitions that can be associated at the batch and or document level.	Functionality		R240	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
Should support customization of the business logic for each field being capture on a document.	Functionality		R241	
Should support a set of events that are fired during the indexing process that allow for custom logic to be inserted when they occur.	Functionality		R242	
Should support database lookups that can be triggered from the various events that occur during the document indexing process.	Functionality		R243	
Should support page registration for zonal indexing.	Functionality		R244	
Should provide the ability for users to access an email in the archive directly from their client. ECM should link to own (internal) or other Email Archive System.	Email Archive		R245	
Should support the ability to provide full administrative control of roles, authorizations and access (e.g. access rights and assigning users to roles, allowing rights to be assignable at the individual user or group levels, etc.).	System Permissions and Security	(Section 8.1)	R246	
Should support the ability to provide full user administration functionality (i.e., user profile set, access and authorization, de-activation and re-activation).	System Permissions and Security		R247	
Should support the ability to provide granular control of access rights including but not limited to: "create", "read", "update", "delete" (CRUD) and printing.	System Permissions and Security		R248	
Should support the ability to recover users' username and password in situations where users have forgotten their username or password or both.	System Permissions and Security		R249	
Should support the ability to meet and support privacy provisions of The Freedom of Information and Protection of Privacy Act (FIPPA).	System Permissions and Security		R250	
Should support the capability to provide a FIPPA coordinator [special access user] with the capacity to search the solution repository	System Permissions and Security		R251	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
Requirement Description	Requirement Category	ECM Requirements Analysis Section# of Appendix 1	RFP Requirement Ref#	
Should support the capability to hide/reveal functionality to the user based on security and authorization roles (internal and external).	System Permissions and Security		R252	
Should follow City of Winnipeg and industry security standards and best practices system installation and configuration of the solution.	System Permissions and Security	(Section 8.1)	R253	
Should publish select content onto removable media (CD/DVD) in an encrypted format, allowing access to a self-contained / runtime version of the client.	Encryption		R254	
Should support the capability to automatically provide audit of any user who accesses (or attempts to access) the Solution. The audit information includes, but is not limited to the credentials and a date and time, number of attempts.	System Permissions and Security		R255	
Should support the capability to encrypt all data at rest with industry recognized and proven cryptographic standards equal to or stronger than AES 256.	System Permissions and Security		R256	
Should support the capability to provide authorized users with Read-Only access to audit records via the solution user interface.	System Permissions and Security		R257	
Should support the capability to maintain effective access controls, particularly regarding the use of passwords.	Accessibility	(Section 9.1)	R258	
Should support the W3C Web Content Accessibility Guidelines to fulfill the Universal Design policy passed by The City of Winnipeg City Council and is implemented on the City Website.	Accessibility		R259	
Should support the capability to provide date/time-stamped audit trail of all system actions including but not limited to Create, Read, Update, and Delete.	Records Management		R260	
Should support the capability to enable data review, entry and edit via a user friendly interface.	Usability	(Section 9.3)	R261	
Should support the capability to search by defined solution data and metadata in the system.	Usability		R262	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
Requirement Description	Requirement Category	ECM Requirements Analysis Section# of Appendix 1	RFP Requirement Ref#	
Should support the capability to sort and filter lists of displayed data in the solution. [Column\heading sort and filter capabilities].	Usability	(Section 9.3)	R263	
Should support the capability to customize filters/sorting based on user preferences.	Usability		R264	
Should support the capability to incorporate graphics (e.g., City of Winnipeg logo) on to templates, forms, etc.	Usability		R265	
Should support ease of navigation by minimizing the number of menu levels the user has to manually navigate through for functional use.	Usability		R266	
Should support ease of use by providing system functions and processes that are intuitive.	Usability		R267	
Should support user centric design that focuses on ease of use for non-technical users.	Usability		R268	
Should support the capability to provide the user interface via multiple screens with the capability to function on only one monitor if required.	Usability		R269	
Should support the capability to enable multiple resources to be able to access/view the documents in the system concurrently.	Usability		R270	
Should support compatibility with Apple iOS and Blackberry devices.	Usability		R271	
Should support the capability to store data on financial information held in the solution against the PeopleSoft General Ledger and sub-ledgers.	Integration	(Section 9.4)	R272	
The ECM system should be capable of maintaining a 2-way near time interface with the CAD system.	Integration		R273	
The interface should allow for automatic importing/exporting of data based upon pre-defined business rules.	Integration		R274	
Should support the capability to Import budget data from the Capital Budget process documents/artifacts.	Integration		R275	
Should support the capability to integrate with GIS platforms.	Integration		R276	
Should support the capability to integrate with the current procurement system.	Integration		R277	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
Requirement Description	Requirement Category	ECM Requirements Analysis Section# of Appendix 1	RFP Requirement Ref#	
Should support access for up to 10 concurrent users, with a maximum of 100 total users.	System Performance and Availability	(Section 9.5)	R278	
Should support the capability to scale to business, and employee loads of 30 concurrent users, with a maximum of 100 total users.	System Performance and Availability		R279	
Should support an estimated storage capacity increase of 2TB per year as project and electronic content grows and not cause degradation in system response. [This estimate is based on the solution supporting 1000 projects of various complexities. Storage capacity requirements will start low and gradually increase as the City of Winnipeg transitions all departments onto the solution.].	System Performance and Availability		R280	
Should support the capability to provide a system response time of less than 3 seconds for 95% of system requests.	System Performance and Availability		R281	
Should support the capability to provide a system report response time of less than 5 seconds for 95% of system reports.	System Performance and Availability		R282	
Should use a file storage system to store documents, as opposed to storing directly into the database.	Image Storage		R283	
Should support the capability to provide thin-client, web-based access from standard web browsers (i.e., Internet Explorer 8.0 or higher, Chrome, Firefox, and Safari).	Technology	(Section 9.6)	R284	
Should support the capability to operate on Microsoft Windows Server environment used at the City of Winnipeg.	Technology		R285	
Should support the capability to operate on Microsoft IIS Web Server.	Technology		R286	
Should support the capability to use an Oracle or SQL Server database.	Technology		R287	
Should support the capability to alter solution functions and capabilities via configuration of parameters.	Technology		R288	
Should support the capability to access internal corporate and departmental templates via an intranet link.	Technology		R289	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
Requirement Description	Requirement Category	ECM Requirements Analysis Section# of Appendix 1	RFP Requirement Ref#	
Should support the capability to hyperlink to internet sites for external documents.	Technology		R290	
Should support compatibility with business intelligence tools such as Cognos.	Technology		R291	
Should allow the archiving of documents to various media, including: • Windows file servers, to allow the leveraging • of Share and NTFS permissions • Linux file servers • Unix file servers • Integrate with IBM Tivoli Storage • Management • Integrate with EMC Centera • NetApp • Plasmon Archive Appliances • CD, DVD or Blu-ray	Storage Option	(Section 9.7)	R292	
Should support the capability to provide product training and knowledge transfer during the implementation & transition phases to the City of Winnipeg internal resources.	Support Training		R293	
Should support the capability to provide on-going maintenance and support.	Support		R294	
Should support the capability to provide knowledge transfer to City of Winnipeg internal operational support resources on an ongoing basis, as required by the City of Winnipeg.	Support		R295	
Should support the capability to provide a dedicated phone number for IT technical support.	Support		R296	
Should support the capability to provide operational support documentation that can be transferred back to the City of Winnipeg Internal Resource group when the project is completed.	Support		R297	
The vendor should provide a multiple environment test environment. There should be at least the following database environments required - Production (LIVE), training and development.	Vendor Technical		R298	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
Requirement Description	Requirement Category	ECM Requirements Analysis Section# of Appendix 1	RFP Requirement Ref#	
The vendor should provide sync scripts.	Vendor Technical	(Section 9.7)	R299	
It should be possible to allow access to the system remotely through a secure connection including remote desktop services, VPN or some other secure method.	Vendor Technical		R300	
Vendor solution should be currently installed in departments of similar size and number of users. Vendor should be able to provide references.	Vendor Management		R301	
Vendor should offer an extended warranty.	Vendor Management		R302	
The vendor should provide a system database schema.	Vendor Management		R303	
The vendor should be able to describe the different services and levels of support that are available.	Vendor Management		R304	
The vendor should provide product release notes for the version of the software being recommended for use at the time of system implementation.	Vendor Management		R305	
System documentation should include both user guides and system administrator guides.	Vendor Management		R306	
The vendor should provide technical assistance with the configuration of the system.	Vendor Management		R307	
The vendor should provide technical assistance with the implementation of the system.	Vendor Management		R308	
System solution should be subject to an internal (vendor) QA process.	Vendor Management		R309	
The vendor should provide implementation and project support.	Vendor Management		R310	
Vendor should provide 7/24/365 support. The vendor should provide a web-based knowledge bank.	Vendor Management		R311	
Vendor should track and monitor customer submitted bugs.	Vendor Management		R312	
Vendor should provide a single point of contact.	Vendor Management		R313	
Vendor should support/provide a user conference.	Conference and Training		R314	
Vendor should support/provide a Canadian user conference.	Conference and Training		R315	

B. Non-Mandatory Requirements				Proponent Response (Y, C, F, 3, N)
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
Vendor should support a regional user conference.	Conference and Training	(Section 9.7)	R316	
The vendor should provide system test plans. 1. User Acceptance Test Plan 2. Regression Test Plan	Conference and Training		R317	
A predefined process and associated expected timelines for trouble resolution should be provided.	Conference and Training		R318	
The vendor should provide user-level training in a train-the-trainer format.	Conference and Training		R319	
Vendor should provide 7/24/365 support. Users may be able to post information/ issues to the web-based bank	Conference and Training		R320	
The vendor should provide a file transfer site.	Conference and Training		R321	

C. Desirable Requirements				Proponent Response (Y, C, F, 3, N)
C1. General Requirements				
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
The system may be fully compliant with all coding and reporting requirements as defined by the Manitoba Fire Commissioner (OFC). http://www.firecomm.gov.mb.ca/investigations reporting.html The system may be capable of electronic reporting of incident information to the Fire Commissioner's Office.	General		R322	
The system may support the automated export of information based on triggers which are to be defined by the system administrator	General		R323	
The system may support the automated import of data from a variety of different interfaces and/or applications.	General		R324	
The system may be capable of automatically receiving basic incident information from a separate CAD system via an interface	Records of Incident		R325	
The system may automatically link any incident with any existing property record at the same location.	Records of Incident		R326	
The RMS may operate on a standard industry-recognized operating system. Examples of this would be Windows platform.	Technical		R327	
The RMS database may be a standard industry-based relational database. Examples of this would be Oracle, MSSQL. The preferred DB is MSSQL.	Technical		R328	
The vendor may allow for annual upgrades of OS and DB.	Technical		R329	
System backups may not negatively impact system performance.	Technical		R330	
The vendor may provide the database schema, with annual updates.	Technical		R331	
The vendor may provide the database dictionary.	Technical		R332	
The vendor may provide detailed system administration documentation.	Technical		R333	
The vendor may provide system administration training.	Technical		R334	
The vendor may provide functional documentation.	Technical		R335	

C. Desirable Requirements				Proponent Response (Y, C, F, 3, N)
C1. General Requirements				
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
The vendor may provide functional test plans and test scripts.	Technical		R336	
The vendor may provide a system architecture diagram.	Technical		R337	
Database backup: The RMS may provide the ability for on line/hot backups of the database without impairing system operation.	Technical		R338	
Failover capability The RMS may have the ability to fail over to another server/system.	Technical		R339	
The system may support current industry standard infrastructure formats. The system may be capable of operating in a Virtual Machine environment including database servers, interface or application servers and dispatch workstations.	Technical		R340	
For the purposes of upgrades, failovers and business continuity planning the RMS system may allow for either data replication or journaling to a secondary server.	Technical		R341	
The RMS may have the ability to journal or replicate the data on an alternate site or source for data mining.	Technical		R342	
The system may allow for the manual creation of Incident records when required.	Technical		R343	
A unit history may be retrievable for either the most recent logon period or for a number of logon periods • A unit history may be retrievable for either the most recent log on period or for a number of log on periods • When a unit history is queried, the system may display the most recent unit history for that unit. For example a list of fire the unit attended over the period.	Technical		R344	

C. Desirable Requirements				Proponent Response (Y, C, F, 3, N)
C1. General Requirements				
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
The inspector may be able to record inspection information from a remote location. i.e. via Web App or other app specifically designed to be access via tablet or smart phone. May have real-time entry into the RMS database.	Property Inspection		R345	
May be able to generate an inspection report that notes all violations and attach it to an email to send to the owner. Program may be able to generate an inspection report to provide to the owner.	Property Inspection		R346	
There may be a mechanism for attaching external files related to an inspection which could include but not be limited to: • Images • Documents	Property Inspection		R347	
May be able to connect to AMANDA or Property information program to obtain tax assessment information on owner.	Property Inspection		R348	
The system may be capable of automatically receiving basic property data from any city or regional property database.	Property Inspection		R349	
The system administrator may have the ability to configure the security so that access to the property information can be provided on a user group basis.	Property Inspection		R350	
May have the ability to view activity and inspection history for all past inspections. Show all previous inspections and inspection results.	Property Inspection		R351	

C. Desirable Requirements				Proponent Response (Y, C, F, 3, N)
C1. General Requirements				
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	
The basic property data may be consumed by the RMS and automatically create a property record using (at a minimum) the following information: • Property address • Property name • Property class • Property linkages (i.e. when a Starbucks is inside of a grocery store) • Property references (contacts) • Associated business licenses	Property Inspection		R352	
The system may be capable of maintaining a one-way interface between the Staffing system and the RMS. This may include (but not be limited to): • First Name • Last Name • Common Name • Rank • Shift • Assignment	Interface		R353	
The administrator may be able to define where each data element from the staffing system will be stored in the RMS	Interface		R354	
It may be possible to interface with the proprietary First Watch - a business intelligence tool – may sync the RMS data with the First Watch application.	Interface		R355	
It may be possible for the system administrator to define the information that will be imported from the CAD system to the RMS system.	Interface		R356	
It may be possible for the RMS system to receive Personnel information from PeopleSoft. Basic personnel data	Interface		R357	

C. Desirable Requirements				Proponent Response (Y, C, F, 3, N)
C1. General Requirements				
Requirement Description	**Requirement Category**	**ECM Requirements Analysis Section# of Appendix 1**	**RFP Requirement Ref#**	

Incoming data from the CAD system may include (but not be limited to):
  A. Incident address
  B. Building name
  C. Initial incident type
  D. Responding units
  E. Unit status information
  F. Incident Attendees
  G. Dispatcher notes
  H. Caller information (name, phone number, address)
  I. Call source
  J. First-In Zone
  K. TAC Channel
  L. Event Number
  M. Incident Benchmarks
	Interface		R358	

The RMS system may be capable of receiving data from a municipal or regional property database (AMANDA). This may include (but not be limited to):
  • Property address
  • Property name
  • Property class
  • Property linkages (i.e. when a Starbucks is inside of a grocery store)
	Interface		R359	

It may be possible for the system administrator to define the information that will be imported from the property database to the RMS system.	Interface		R360	
The system may be capable of maintaining a one-way interface between the Zoll ePCR system and the RMS	Interface		R361	
The system may be capable of a one-way interface with the Pre-Incident Plan program already procured by WFPS (First Look Pro).	Interface		R362	