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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.331-2019 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 331-2019 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 331-2019 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.

3. For each requirement in which the City has noted as "Please Describe", and/or asked specific questions, Bidder should include additional information, referencing the specific Ref #, at the end of the section and/or as appendices. **Ref # is highly important to ensure linkage between requirement and description.**

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.

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Mandatory Requirements			
A1. General Requirements			
Requirement Description	**Requirement Category**	**RFQ Requirement Ref#**	**Proponent Response (Y, N)**
Shall maintain a set of zone numbers which shall be for the exclusive use of the City for the zone numbering and for future expansion of the zones.	System Set Up	M1	
Shall provide a zone numbering methodology to provide relationship to the type of zone service.	System Set Up	M2	
Shall allow the ability to create special parking privileges/ eligibilities/discounts for specific user groups	System Set Up	M3	
Shall provide customer payment options 24/7/365 via toll-free phone system,smartphone application, mobile, and desktop web	Client & Customer/User Interface and Experience	M4	
Shall provide the following types of customer registration options: live-body toll-free phone call support from 8am to 8pm Monday through Saturday, Winnipeg Time;	Client & Customer/User Interface and Experience	M5	
Shall be responsible to manage accounts, transactions, and customer service issues related to Mobile payment technology payment process	Client & Customer/User Interface and Experience	M6	
Shall provide an easy to use customer account management website where the customer can track usage, time, date, and other account information.	Client & Customer/User Interface and Experience	M7	
Customers shall not be subject to spam or other unsolicited contact. No confidential information can be used, sourced or solicited by/from the Contractor for any reason unless with the City's authorization.	Client & Customer/User Interface and Experience	M8	
The customer shall be informed automatically at a predetermined time period of the expiration of their paid parking session via electronic methods such as text/automated call prior to a parking session expiring.	Client & Customer/User Interface and Experience	M9	

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Requirement Description	Requirement Category	RFQ Requirement Ref#	Proponent Response (Y, N)
Shall allow the purchase of additional time (for a specified amount of time) after the maximum time allowed for that specific parking location has expired in accordance with applicable By-Laws.	Client & Customer/User Interface and Experience	M10	
Shall prevent purchase when desired time includes restricted parking periods on that parking location (e.g., morning and afternoon rush hours, during established holidays, or other restricted times)	Client & Customer/User Interface and Experience	M11	
Shall initiate a new parking session at a previously parked location without re-entering information	Client & Customer/User Interface and Experience	M12	
Shall allow for the deactivation or suspension of a customer account in the event that a parking payment transaction is declined three (3) times and provide notification to customer of such action	Client & Customer/User Interface and Experience	M13	
Shall allow customers the option to transfer to a live customer service agent at any time when utilizing automated system. from 8am to 8pm Monday through Saturday, Winnipeg Time;	Client & Customer/User Interface and Experience	M14	
Shall allow customers the ability to designate multiple vehicle license plates to a single account and associate visual pictures and aliases with each vehicle license plate	Client & Customer/User Interface and Experience	M15	
Shall provide customers the option to receive automatic email receipts of all parking transactions or ability to sign into parking account for access to receipts	Client & Customer/User Interface and Experience	M16	
Shall allow customers the ability to manage, modify and track account details, update settings and profile, review usage, view transactions, and print receipts via the smartphone app and over the internet via mobile and desktop web.	Client & Customer/User Interface and Experience	M17	
Shall provide a user self-service portal	Client & Customer/User Interface and Experience	M18	
Shall allow retailers to independently manage custom merchant validation	Merchant Validations and Discount Codes	M19	

and discount parking programs authorized by the City via individual company and retail specific accounts.			
Shall allow customizable, secure, multiple and single use unique discount codes to be generated through the backend management system/software, including specific dates, specific time frames	Merchant Validations and Discount Codes	M20	
Shall allow for customizable customer rewards options	Merchant Validations and Discount Codes	M21	
Shall provide real time access to all data.	Back End Use/Reporting	M22	
Shall manage and report on accounts, transactions, and confidential information on customer service issues related to the mobile parking payment process	Back End Use/Reporting	M23	
Shall provide secure administrative password access via TLS or equivalent cryptography to the Contractor's web based back office system to authorized City personnel for financial accountability, reporting, ad hoc querying, revenue reconciliation, and summons adjudication.	Back End Use/Reporting	M24	
Accessed confidential information shall not include customer's personal payment information (i.e., full credit card number.	Back End Use/Reporting	M25	
System shall be accessible to the COW 24/7/365	Back End Use/Reporting	M26	
Shall provide banking and accounting processing reports and reconciliations to ensure that funds are distributed appropriately and timely	Back End Use/Reporting	M27	
All payments for parking fees, including the paid parking rate and convenience fees (where applicable), shall be deposited daily directly into the City's bank account. The Contractor shall submit monthly invoices for payment of the customer convenience fees.	Back End Use/Reporting	M28	

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Requirement Description	Requirement Category	RFQ Requirement Ref#	Proponent Response (Y, N)
Parking revenues collected through this service shall be reconciled through detailed reporting, and revenues remitted (via electronic transfer of funds) to the City on a daily basis. Reports and revenue for all transactions shall be available to view within twenty four (24) hours of close of previous day.	Back End Use/Reporting	M29	
Shall provide the City reports in a form, format and frequency approved by the City.	Back End Use/Reporting	M30	
Shall supply reports for account sign-up and use, customer service issues, revenue, and additional reports deemed necessary by the City to properly evaluate program progress.	Back End Use/Reporting	M31	
Shall provide the ability to create customizable reports.	Back End Use/Reporting	M32	
Shall include an easy to learn, intuitive interface to permit active monitoring of the service. The service shall have the ability to run standard, configurable reports as required. These reports should be capable of being exported to a number of popular formats including Microsoft Excel and Word, Adobe PDF, etc. The reports shall be able to be sorted by area, day, week and month.	Back End Use/Reporting	M33	
Shall have the ability to store and retrieve historical confidential information.	Back End Use/Reporting	M34	
Shall provide the City with designs for all informational materials including pay station decals, signage and all marketing activities and collateral materials (posters, brochures, web page, etc.) for the City review and final approval.	Signs/Decals	M35	
All materials shall be consistent with the City's parking sign templates. The Contractor shall agree to utilize pre-existing zone numbers that currently correspond with zone location or may recommend an alternative numbering to aide in consistent confidential information tracking as required by the City.	Signs/Decals	M36	

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Requirement Description	Requirement Category	RFQ Requirement Ref#	Proponent Response (Y, N)
Shall keep a local printing contract with a City approved printer for the replacement of damaged decals. Replacement or additional decals shall be delivered to the City's designated staff person no later than 24 hours from requests for the same.	Signs/Decals	M37	
Shall provide individual decals and appropriate signage that identifies individual zones, mobile payment directions, customer inquiry phone number, and mobile payment instructions.	Signs/Decals	M38	
Shall provide the start-up marketing, promotional and collateral materials free of cost to the City prior to project launch.	Informational Materials & Promotion	M39	
Consult, assist, and provide recommendations for rollout and promotional materials to introduce mobile payment technology to the general public via printed material and social media.	Informational Materials & Promotion	M40	
Shall provide industry best practices as it pertains to marketing, configuring parking/zoning areas, merchant discount functionality and fine tuning the application to streamline the City.	Informational Materials & Promotion	M41	
Shall provide on-going marketing, promotional and collateral materials free of cost to the City prior to a marketing campaign launch.	Informational Materials & Promotion	M42	
Consult, assist, and provide recommendations and promotional materials to introduce marketing campaigns for pay-by-mobile technology to the general public via printed material and social media	Informational Materials & Promotion	M43	

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Requirement Description	Requirement Category	RFQ Requirement Ref#	Proponent Response (Y, N)
Shall provide the real-time transaction integration with current permit and enforcement systems (T2 and Genetec) through a Contractor developed application that can be installed at no charge to the City and without additional hardware beyond current and available enforcement equipment.	Enforcement	M44	
Shall furnish, install and provide support and training to the City staff on all software for the service. All components necessary for installation are to be supplied by Contractor	Training	M45	
Shall provide onsite and/or web-based training for the authorized City personnel to navigate and utilize the back office system including, but not limited to, access to all information related to the service for the purpose of enforcement, adjudication, for financial accountability, revenue reconciliation, management and any other functions required by the City.	Training	M46	
Shall provide manuals for the service, including any updates during the term of the contract.	Training	M47	
Shall provide the City with an electronic version of such manuals	Training	M48	
Shall establish a system that is capable of recognizing different rates, hours of operation, and maximum time-limits for every paid parking zone based on day of week, time of day, and by neighborhood and sub-areas within neighborhoods	System Operations and Management	M49	
Shall prevent parking transactions on paid parking holidays nor during peak period parking restrictions (e.g., when no parking is allowed such as morning or afternoon rush hours, during established holidays, or other restricted times) or any times specified by the City in accordance with applicable By-Laws.	System Operations and Management	M50	

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Requirement Description	Requirement Category	RFQ Requirement Ref#	Proponent Response (Y, N)
Shall allow custom, unlimited configuration changes to be programmed in advance with the ability to be active within two (2) days of the programming change to parking rates, hours of operation and maximum time limits within five (5) business days of notification and at no charge to the City.	System Operations and Management	M51	
The City may make system-wide changes at any time during the contract. When the City makes these system changes, the Contractor shall be required to make these changes also within five (5) business days of notification of each area.	System Operations and Management	M52	
Shall enable the City staff to add, remove, or alter spaces within the mobile payment technology system inventory	System Operations and Management	M53	
Shall establish a system that is capable to be in compliance with parking by-law regulations, including re-metering options	System Operations and Management	M54	
Shall require the following information as part of the registration and payment processes for the system: license plate number, province, and vehicle type (i.e. Passenger, Commercial, Bus, Motorcycle/Scooter, Official, Diplomat, Taxi & Limousine, etc.).	System Operations and Management	M55	
Shall have the option of registering multiple vehicles	System Operations and Management	M56	
Shall support Android devices	Solution Architecture	M57	
Shall support iOS devices	Solution Architecture	M58	
Shall support Windows 10 devices	Solution Architecture	M59	
The solution shall utilize monitoring tools to proactively identify potential incidents or breaches	Solution Architecture	M60	
Contractor's operations staff shall perform active monitoring of event logs to proactively remediate application flaws that impair integrity and usability; proactively address security issues	Solution Architecture	M61	
Shall meet the target of a 2 second (or better) web page response time for staff and public users, and within any offered mobile application.	Performance	M62	

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Requirement Description	Requirement Category	RFQ Requirement Ref#	Proponent Response (Y, N)
Shall have sufficient capacity to handle an annual increase in transaction volume of 15% to 50%	Capacity	M63	
Shall have an overall system availability of 99.9%, 24x7x365	Availability	M64	
Shall have and maintain a disaster recovery plan to handle significant service outages.	Availability	M65	
Contractor shall agree the City has the right to decline a scheduled outage which impact the availability of the system and suggest alternate timing	Availability	M66	
Shall provide technical support options Monday to Saturday 8am to 8pm via toll-free phone system and email	Support and Service Level Management	M67	
All incidents shall be reported to the City in no more than 2 days from the occurrence	Support and Service Level Management	M68	
Priority Scenario Response Target P2: (highest priority for resolution): Severely affecting some key users, or impacting on many users- shall meet 1 hour response time.	Support and Service Level Management	M69	
Priority Scenario Response Target P3: No severe impact, but rectification cannot be deferred until the next scheduled release or upgrade- shall meet 1 hour response time	Support and Service Level Management	M70	
Priority Scenario Response Target P4: No severe impact to service- shall meet 24 hours response time	Support and Service Level Management	M71	
Shall provide hourly updates to the City on P2 and P3 issues, and daily updates for P4 issues until resolution.	Support and Service Level Management	M72	
Priority Scenario Resolution Target P2:(highest priority for resolution):Severely affecting some key users, or impacting on many users- 4 business hours resolution shall be met	Support and Service Level Management	M73	
Priority Scenario Resolution Target P3: No severe impact, but rectification cannot be deferred until the next scheduled release or upgrade- 8 business hours resolution shall be met	Support and Service Level Management	M74	
Priority Scenario Resolution P4: No severe impact to service- 24 business hours resolution shall be met	Support and Service Level Management	M75	
Shall provide transactional auditing and related reporting based on industry standards	Security	M76	

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Information shall be transmitted through a secure encrypted channel.	Security	M77	
Passwords shall be stored as per industry standard.	Security	M78	
Shall not store credentials in insecure locations (i.e. cookies, headers, hidden fields, etc.)	Security	M79	
Shall provide an easy to use mechanism to allow users to change their password	Security	M80	
Shall provide a forgotten password recovery mechanism which should have a limit on the number of attempts.	Security	M81	
Shall provide common logout buttons on every page to encourage users to logout when complete	Security	M82	
Shall provide a simple administrative mechanism for reviewing the account status of users (i.e. locked out users, etc.).	Security	M83	
Customers shall be able to view all successful transactions for a given date range. This information should be exportable in CSV format and receipts should be able to be produced in PDF format.	Security	M84	
Shall provide an easy to use customer account management website where the customer can track usage, time, date, and other account information	Security	M85	
Customers shall be able to amend any of their account details as necessary. For security reasons, changes to the mobile or landline phone numbers should be through a customer service representative.	Security	M86	
Shall support role-based security	Security	M87	
Credentials shall be transmitted through a secure encrypted channel.	Security	M88	
Shall be able to provide the user of the proposed solution a log of their last login time (in case of fraudulent usage)	Security	M89	
The Contractor shall agree to examine the results of any 3rd party assessment and consider remediation options that reduce or eliminate identified vulnerabilities to make the solution more secure.	Security	M90	
Shall be a PCI certified solution that can be implemented in a PCI compliant	Compliance	M91	

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manner based on PCI DSS version 3.2.1 and can continually be updated to maintain compliance as the PCI DSS standard evolves over time.			
The Contractor shall keep 3 years PCI compliance related documentation and activities in respect to this project and work for the City	Compliance	M92	
Proposed solution shall support compliance with Canadian Anti-Spam Legislation (CASL)	Compliance	M93	
Shall provide certification or validation of compliance with PCI DSS Standard on City request	Compliance	M94	
Shall confirm that any and all confidential information related to the City shall be sited within Canada (Canada data sovereignty), and no duplicates or portions thereof shall be sited outside of Canada.	Information Management	M95	
All information shall maintained for the full term of the contract.	Information Management	M96	
Shall have a process to destroy the confidential information upon contract termination after transmittal to the City, following the retention and disposition schedules of the City	Information Management	M97	
The City shall only provide access to Confidential Information, including "Personal Information" as defined by The Freedom of Information and Protection of Privacy Act (FIPPA), as specified in this contract. Any collection, use, disclosure, storage, or destruction of Personal Information is done so by the contractor as an information manager pursuant to s. 44.1 of The Freedom of Information and Protection of Privacy Act.	Information Management	M98	
The City shall retain custody and control over all Confidential Information collected by, transferred to, stored by, or otherwise accessed by the Contractor. Authority over all information use, disclosure, access, destruction and integrity remains with the City.	Information Management	M99	
Contractor shall only use, access, or view Confidential Information to the extent necessary to provide the services specified in this contract	Information Management	M100	

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Requirement Description	Requirement Category	RFQ Requirement Ref#	Proponent Response (Y, N)
Contractor shall Not disclose Confidential Information to any third party, including subcontractors or agents, without Customer's prior written consent;	Information Management	M101	
Contractor shall Ensure that no person under its supervision or control makes any unauthorized copies or reproductions of, or discloses, any Confidential Information , in whole or in part, in any form or medium;	Information Management	M102	
Contractor shall Ensure that its officers, employees, and agents are aware of and comply with the requirements and obligations in this contract and any applicable legislation, including FIPPA;	Information Management	M103	
Contractor shall keep the Confidential Information strictly in confidence and take such steps as are necessary to protect the confidentiality of the confidential information and ensure that it is used, accessed and disclosed only in accordance with the terms and conditions of this contract and any applicable legislation, including FIPPA	Information Management	M104	
The Contractor shall put into place reasonable security arrangements, including administrative, technical and physical safeguards, that ensure the confidentiality and security of the Confidential Information and that guard the Confidential Information against such risks as unauthorized use, access, alteration, disclosure, and destruction (each a "Breach"). These security measures take into account the sensitivity of the Confidential Information and the medium in or through which it is stored, handled, transmitted, transferred or disclosed.	Information Management	M105	

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Requirement Description	Requirement Category	RFQ Requirement Ref#	Proponent Response (Y, N)
The Contractor shall establish and comply with written security procedures and policies respecting the Confidential Information, which include provisions for identifying and recording breaches and attempted breaches respecting the Confidential Information; and corrective procedures to promptly address any such breaches.	Information Management	M106	
The Contractor shall confirm that any and all data related to the City be sited within Canada (Canada data sovereignty), and no duplicates or portions thereof be sited outside of Canada. Based on applicable law, certain exceptions may be granted for narrowly focused data sets	Information Management	M107	
Shall be able to purge confidential information based on best industry practices and the retention periods as laid out in the City's Records Management By-law 86.2010	Information Management	M108	
Shall be able to interface with industry leading payment machines and enforcement systems, or any service provider identified by the City.	Integration	M109	
Shall ensure that pertinent transactional data can be instantaneously transmitted to future payment machines based on industry accepted secure communication methods and protocols as approved by the City.	Integration	M110	
Shall allow the ability to create special parking privileges/ eligibilities/discounts for specific user groups		M111	

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The Contractor shall confirm that all information and materials acquired by the Proponent, or to which the Proponent may be given access, if successful under this Request for Proposal, ("Confidential Information") shall not be stored, transported, or transmitted ("Sited'), and no duplicates or portions thereof shall be sited outside of Canada, in whole or in part.	Systems Information	M112	
The Contractor shall confirm that that all Confidential Information shall be maintained for the full term of the Contract at minimum, unless otherwise directed by the City in writing.	Systems Information	M113	

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B. Non-Mandatory Requirements			
B1. General Requirements			
Requirement Description	**Requirement Category**	**RFQ Requirement Ref#**	**Proponent Response (Y, C, F, 3, N)**
Should provide registration options in other platforms/technologies (Facebook, etc.).	Customer/User Interface and Experience	NM1	
Should provide the following payment options for registered customers: IVR, smartphone application, and mobile web. The Contractor is encouraged to provide payment options through QR codes, NFC or RFID and other innovative payment formats (Pay Pal, Google Wallet, Apple Pay, etc.).	Customer/User Interface and Experience	NM2	
Should allow customers to utilize an option for real time GPS zone based parking transactions.	Customer/User Interface and Experience	NM3	
Should allow customers to utilize an option for real time zone based rewards	Customer/User Interface and Experience	NM4	
Should allow customers to view an electronic map indicating the locations of parking facilities, view lot details, obtain driving directions from current location	Customer/User Interface and Experience	NM5	
Should be required to provide transaction data information to the City's current Parking Pay station Contractor, or to any Contractor in place during the term of the contract, for integration in the Parking Pay station Contractor's back office data reporting system. Data should be in comma-separated value format.	Back End Use/Reporting	NM6	
Web solution should fully support approximately n-2 versions of browsers for the duration of the contract.	Solution Architecture	NM7	
Contractor should provide additional training on any component of the service at no cost within sixty (60) days following the successful implementation of the solution.	Training	NM8	

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Requirement Description	Requirement Category	RFQ Requirement Ref#	Proponent Response (Y, C, F, 3, N)
"Remember me" functionality, if available, should be disabled at the City's discretion	Security	NM9	
Solution should support two factor authentication for all accounts	Security	NM10	