

FORM A: PROPOSAL
(See B8)

1. Contract Title REQUEST FOR PROPOSAL FOR THE PROVISION OF A FRAUD AND WASTE HOTLINE AND CASE MANAGEMENT SYSTEM

2. Bidder

Name of Bidder

Usual Business Name of Bidder as it appears on Invoice (if different from above)

Street

City

Province

Postal Code

(Mailing address if different)

Facsimile Number

Street or P.O. Box

City

Province

Postal Code

GST Registration Number (if applicable)

Province

Postal Code

The Bidder is:

(Choose one)

a sole proprietor

a partnership

a corporation

carrying on business under the above name.

3. Contact Person

The Bidder hereby authorizes the following contact person to represent the Bidder for purposes of the Proposal.

Contact Person

Title

Telephone Number

Facsimile Number

4. Definitions

All capitalized terms used in the Contract shall have the meanings ascribed to them in the General Conditions.

5. Offer

The Bidder hereby offers to perform the Work in accordance with the Contract for the Price(s), in Canadian funds, set out on Schedule 2: Prices, appended hereto.

6. Execution of Contract The Bidder agrees to execute and return the Contract no later than seven (7) Calendar Days after receipt of the Contract, in the manner specified in C4.1.
7. Commencement of the Work The Bidder agrees that no Work shall commence until he is in receipt of a notice of award from the Award Authority authorizing the commencement of the Work.
8. Contract The Bidder agrees that the Request for Proposal in its entirety shall be deemed to be incorporated in and to form a part of this offer notwithstanding that not all parts thereof are necessarily attached to or accompany this Proposal.
9. Addenda The Bidder certifies that the following addenda have been received and agrees that they shall be deemed to form a part of the Contract:
- | | | | |
|-----|-------|-------|-------|
| No. | _____ | Dated | _____ |
| | _____ | | _____ |
| | _____ | | _____ |
10. Time This offer shall be open for acceptance, binding and irrevocable for a period of ninety (90) Calendar Days following the Submission Deadline.
11. Signatures The Bidder or the Bidder's authorized official or officials have signed this _____ day of _____, 20_____.

Signature of Bidder or
Bidder's Authorized Official or Officials

(Print here name and official capacity of individual whose signature appears above)

(Print here name and official capacity of individual whose signature appears above)

SCHEDULE 1 - BIDDER QUESTIONNAIRE

Bidder Name: _____

Bidders, 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?

Assist 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 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 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, 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 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 centre?
27. Describe the means by which you ensure high reliability of your hotline intake system (phone and web form) 24x7x365, including your guaranteed service availability (uptime).
28. 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.
29. How is your data centre physically segregated from the call centre?
30. How is your data backup centre physically segregated from your call centre and your data centre?
31. Provide a summary of your business continuity plan as it would relate to operation of hotline intake services for the City of Winnipeg.
32. How do you segregate client databases from one another?
33. 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.
34. 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?
35. How do you ensure that only authorized City personnel can input information into your case management system?
36. 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?

37. Have you completed a privacy impact assessment of your hotline intake and case management systems? If so, indicate when the latest update was completed and your review and update schedule.

Case Management System Availability

38. 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

39. Describe your training program for call centre staff and discuss the process you use to ensure ongoing quality of tip intake processing.
40. 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.

SCHEDULE 2 – PRICES

Bidder Name: _____

Initial program fees (Phase 1)	
Configuration, Customization, and Setup Phase	
Hotline intake system configuration, customization and setup	
Total Configuration, Customization and set-up	
Operation Phase 1 (internal only)	
Annual operating fee 2012 (internal only) (Notes 1 and 2)	
Operation Phase 1 (6 months internal only, 6 month open to public)	
Annual operating fee 2012 (6 months internal only, 6 month open to public) (Note 3)	
Ongoing Operation (Phase 2)	
Projected Annual Fees next four years (internal only)	
2013	
2014	
2015	
2016	
Total Projected (internal)	
Bidder's assumed annual volume of calls/tips(internal only) (Note 2)	
Projected Annual Fees next four years (open to public) (Note 4)	
2013	
2014	
2015	
2016	
Total Projected (open to public)	
Bidder's assumed volume of calls/tips (open to public)	

Note 1: The annual operating cost must be an annual fee (payable on a mutually agreed upon basis), not a per-call fee.

Note 2: The City has approximately 9,900 employees based on average annual headcount

Note 3: The City plans to expand the fraud and waste hotline to include the general public potentially after 6 months of operation and would like an Operating Price quote for the cost of operating a fraud and waste hotline that is internal only for the first six months and then open to the public for the following six months of the first year. The City of Winnipeg's population in 2010 was approximately 684,100.

Note 4: The City plans to expand the fraud and waste hotline to include the general public at some time in the future and would like a price quote for the cost of operating a fraud and waste hotline that is open to the public. The City of Winnipeg's population in 2010 was approximately 684,100.

In the event that tip volumes are significantly higher or lower than assumed by the Contractor in the pricing for ongoing operation, the City may negotiate with the Contractor for a higher or lower fee prior to awarding an optional renewal year