Corporate Finance Department
Materials Management Division

1149-2015 ADDENDUM 1

Winnipeg

A CASE MANAGEMENT SYSTEM FOR THE INTAKE, PROCESSING AND TRACKING OF REQUEST FOR ACCESS TO INFORMATION UNDER FIPPA

ISSUED: February 9, 2015
BY: Gerry Berkowski
TELEPHONE NO. 204 - 986-479-5423^

URGENT

PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE REQUEST FOR PROPOSAL

THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS

Template Version: Ar20150806

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.

PART B – BIDDING PROCEDURES

Revise: B11.3 to read: For each person identified, list at least two comparable projects in which they have played a primary role. If a project selected for a key person is included in B10, provide only the project name and the role of the key person. For other projects provide the following:

    (a)   Description of project;

    (b)   Role of the person;

    (c)   Project Owner;

    (d)   Reference information (two current names with telephone numbers per project).

APPENDIX B

Replace: FCMS Swim Lane Diagram on Page 7 with **FIPPA Process Diagram**

QUESTIONS AND ANSWERS

Q1 FORM N-Mandatory: 1.1: What is the meaning of "offline import and submission," particularly the *offline* aspect? How does this requirement differ from Mandatory Requirement 5.3?

A1 Mandatory Requirements 1.1 and 5.3 are overlapping requirements. The system must enable input of requests received offline (ie. requests received by fax, in-person, email, etc.). This input will be entered as data into the system by City staff.

Q2 FORM N-Mandatory: 7.3. Does "redaction" refer to configuring certain documents such that they are not viewable by the public or by unauthorized users? Are entire documents redacted, or only parts of documents? What type of information is redacted?

A2 Yes "redaction" refers to configuring certain documents in their entirety or portions of documents to that they are not viewable. Redactions pertain to any type of information permitted as exceptions to disclosure under FIPPA Legislation (Manitoba).

Q3 FORM N-Mandatory: 7.4. How do secured documents differ from non-secured documents? Does this mean that the solution must enable internal users to secure documents, or something else?

    A3 Secured documents are those that are accessible and controlled by internal users. Non-secured are released to applicants/requestors and may be made public. Internal users must be able to apply security to documents.

Q4 FORM N-Mandatory: 7.8. Does the City already have point of interaction devices (i.e. POS terminals) installed, or will the vendor be required to provide and install them? Is it the City's intention that the POS terminals be integrated into the FCMS or into the City's ERP application?

    A4 The City has POS terminals. The vendor is not required to install POS devices. The City is leaving its option open with respect to integration of POS terminals into the FCMS or ERP applications.

Q5 FORM N-Mandatory: 9.4. What version of IIS does the City use?

    A5 The City of Winnipeg currently support IIS version 7 and higher.

Q6 FORM N-Mandatory: 10.1.   What Requirement numbers in the RFP are "the functional requirements for the online submittal and processing of public records requests "?

    A6 The Requirement and section numbers in the RFP are: 1.2; 3; 4; 5; and 6.

Q7 FORM N-Non-Mandatory: 11.11.   Does this requirement refer to the notification of system users in advance of scheduled down time or maintenance? Why is this called "proactive error notification" rather than simply "proactive notification"?

    A7 The requirement refers to the notification from the system to users in advance of scheduled downtime and maintenance. The system should also be able to send the user an error notification when there is an error in the application. If the error is critical the system should send an email to IT support.

Q8 FORM N-Non-Mandatory: 11.14. Does this mean that the solution should automatically destroy attachments according to the assigned retention schedules, or that the solution should enable internal users to destroy the attachments according to the assigned retention schedules?

    A8 The solution should be able to perform either one or both according to rules set by the administrator.

Q9 FORM N-Non-Mandatory: 11.15. What is meant by "directly from certain applications"? Is the expectation that when the solution is deployed, "Upload to FCMS" buttons will appear on the MS Office and Adobe Acrobat user interfaces?

    A9 The requirement is to ensure that documents can be input into the system in their native formats. For example, a FIPPA case file may include a PDF, a spreadsheet, a Word document, email, etc.

Q10 FORM N-Non-Mandatory: 11.16. What are the "standard web browsers," with version numbers, in use by the City?   Does "Internet Explorer 8.0 or higher" mean "Internet Explorer 8.0 (IE8) and IE9 and IE10 and IE11" or does it mean "a version of Internet Explorer that is equal to or higher than IE8"?

    A10 The City of Winnipeg standard browsers for internal staff are IE 11 and Microsoft Edge. The external interface that allows external users to submit FIPPA request should work with Internet Explorer version equal to or higher than IE8, Microsoft Edge, Firefox, Chrome, Safari.

Q11 FORM N-Non-Mandatory: 14.11. What is the purpose of recording Department contacts per request?

    A11 The solution should be able to assign the case to department FIPPA Coordinator(s) and maintain a record of the assignment (the name of the Coordinator who was assigned the case).

Q12 FORM N-Non-Mandatory: 14.2. Do emails refer to email content generated outside of the application? What kind of security is being asked for?

> **A12** The solution should enable the administrator to apply access restrictions to cases, documents, folders, and files. These restrictions should be applicable to both internally generated content (i.e. tracking logs, redactions, correspondence), as well as content created outside of the system (ie. emails or PDF documents that have been imported into the case file).

Q13 FORM N-Non-Mandatory: 14.19. Does this redaction refer to making entire documents unavailable to the public, or to making only *portions* of a document unavailable to the public?

> **A13** This requirement is to ensure the system is capable of efficiently and irreversibly blacking out (redacting/severing) selected information from a particular document without using another software application. Also, See **A2**.

Q14 FORM N-Non-Mandatory: 18.6. What should not take more time? Opening the source document should take "x" amount of time, which is being compared to opening what?

> **A14** The requirement refers to SQL system response time which is 5 seconds.

Q15 Does the City have a preference for an on-premise or off-premise solution?

> **A15** The City is leaving its option open for either solution.

Q16 **Appendix B:** Business Use Case B1.1.7, normal flow, step 11. What is meant by "a complete index of record"?

> **A16** The index is a list or viewable screen showing which responsive records have been added to the file.

FIPPA REQUEST PROCESS

FIPPA Process Diagram

Online	Offline

Registered Applicant

- Register/Log In
- Submit online Request
- Online Form ?
- No → Mail ? → No → E-Mail ? → No → In- Person
- Yes
- Make Online Payment
- Access Responsive Record
- Make Offline Payment

Intake Clerk / Corporate Coordinator

- Receives Online Request
- Manually Enter Request into Application
- Create File
- Date/Time Stamp File
- Assigns Unique ID
- Apply 30 Day Deadline
- Assigns Request to Coordinator(s)
- Post Redacted Record copy on line

Coordinators

- Access Assigned Request
- Initiate Record Scan
- More than 2 hours or not? → Yes → Calculate Fees
- NO
- Input Fees
- Send Fee Notification Letter to Applicant
- Fees paid?
- Yes / No
- These includes :
  - All Context
  - Comments
  - Issues
  - Concerns regarding Disclosure
- Initiate Search for Responsive Records
- Receive Responsive Records
- Enter Responsive Records into Application
- Number Pages
- Create 3 Copies
  - Original copy
  - Working copy
  - Redactive copy
- Perform Preliminary Assessment
- Privacy or Business Interests Affected? → YES → Address Privacy or Business Interest Issues
- NO
- Create and Complete Index of Record
- Time extension Warranted ? → YES → Apply Extention
- NO
- Input Extension Date
- Consult Staff for Access Decision
- Conduct line by line Review
- Consult with Staff on Review? → Consult with Staff
- Consult Third Party? → Yes
- Obtain Legal Opinion
- Ingest Review comment
- Redact Record? → Yes → Redact
- Make Exception Note on Index of Record
- No
- Prepare Draft Responses on Templates
- Final Discussion and Consultation Needed? → Yes → Conduct Final discussion and Consultation
- NO
- Notification to Applicant
- Release of both letter and Record provided to applicant
- Resolved To be Closed After 60 Days

Staff

- Supply Responsive Record
- Access Responsive Record
- Review and Make Comment on responsive Record

Manitoba Ombudsman

- Receive Complaint on Report from Applicant
- Send Correspondences to Coordinator

General Public

- Access Posted Redacted Record for Public View

FIPPA CASE MANAGEMENT SYSTEM

Applicant Registration

Make Payment

<<extend>>

Submit Application

<<extend>> Track Application

<<extend>>

Access Responsive Record

Applicant

Input and Assign Request

Adjust Information

Intake Clerk

FIPPA Coordinator

Process Request

<<extend>>

Post Responsive Record

Corporate Coordinator