| Form Q: Request for Information Questionnaire  (B15) |
| --- |
| 1. **Product Information** | | |
| **1.1 Name** | | |
| Answer: | | |
| **1.2 Description** | | |
| Answer: | | |
| **1.3 Current Release** | | |
| Answer: | | |
| * 1. **Projected Next Release (date and version)** | | |
| Answer: | | |
| **1.5 Provide information on your customer base:**   * **How many current active customers use your product/service?** * **On average how long have they been your customers?** * **What is the average size of the user base?** | | |
| Answer: | | |
| 1. **Pricing and Licensing Model** | | |
| **2.1 Provide the cost range from low-end to high-end, including all applicable taxes and fees; include all products and services associated with the pricing model** | | |
| Answer: | | |
| **2.2. Describe in detail the licensing model** | | |
| Answer: | | |
| **2.3 Provide an approximate estimate of cost and time required to set up an initial environment, including initial training for the staff** | | |
| Answer: | | |
| **2.4 Provide the approximate estimate of the cost of a typical implementation, including all necessary third party licenses and hardware** | | |
| Answer: | | |
| **2.5 List any other applicable costs such as travel and living expenses** | | |
| Answer: | | |
| 1. **Business Intelligence Functionality** | | |
| **3.1 Provide a complete description of the proposed BI (Business Intelligence) solution, including the key features of your BI solution as well as what makes your solution different from other solutions on the market** | | |
| Answer: | | |
| **3.2 Describe content development capabilities such as but not limited to reporting, visualization tools, geospatial analysis , data mining and predictive analysis** | | |
| Answer: | | |
| **3.3 Describe on-demand querying and reporting capability** | | |
| Answer: | | |
| **3.4 Describe automated reporting capability:**   * **Explain how the reports are scheduled** * **Explain how the reports are distributed to the end users** | | |
| Answer: | | |
| **3.5 Does your product have interactive mapping capabilities?** | | |
| Answer: | | |
| **3.6 Does your product have the ability to detect or discover trends and patterns in the data?** | | |
| Answer: | | |
| **3.7 Does your product have the capability for crime pattern analysis, predictive analytics and crime mapping?** | | |
| Answer: | | |
| **3.8 Describe the statistical analysis functions that your product supports (e.g. linear regression, strength of relationships, correlations, time series etc.)** | | |
| Answer: | | |
| **3.9 Describe the analysis capabilities (e.g. dashboards, scorecards alerts, multi-dimensional analysis, slice-and-dice of data)** | | |
| Answer: | | |
| **3.10 Does your product have the ability to identify trends in spatial distribution?** | | |
| Answer: | | |
| **3.11 Does your product have the capabilities to do what-if analyses or other forecasting methods?** | | |
| Answer: | | |
| 1. **Initial and On-Going Support** | | |
| **4.1 Type of support available (different levels)** | | |
| Answer: | | |
| **4.2 What are the methods for contacting technical support?** | | |
| Answer: | | |
| **4.3 What are your hours of operation for technical support?** | | |
| Answer: | | |
| **4.4 Describe the qualifications of your technical support staff** | | |
| Answer: | | |
| **4.5 Are software upgrades provided as part of the software support contract?** | | |
| Answer: | | |
| **4.6 Describe the upgrade/release process:**   * **How frequent do they occur?** * **What is involved in the upgrade/release process?** * **What is the time commitment from internal resources?** | | |
| Answer: | | |
| **4.7 Are there “hot fixes”, “updates” or “patches” between versions?** | | |
| Answer: | | |
| **4. 8 What is the minimum recommended number of staff required to operate and maintain the production environment? What is the ideal team size you would recommend?** | | |
| Answer: | | |
| **4. 9 Describe the roles and skill sets required to operate and maintain the production environment** | | |
| Answer: | | |
| 1. **ETL (Extract, Transform, Load) Process** | | |
| **5.1 Describe the extract process; are there any limitations when it comes to connecting to source systems** | | |
| Answer: | | |
| **5.2 Describe the transformation process and explain how you configure the business rules** | | |
| Answer: | | |
| **5.3 Do you have any data cleansing process that comes with your solution?** | | |
| Answer: | | |
| **5.4 Describe the capability to perform a scheduled reload of data, including frequency** | | |
| Answer: | | |
| **5.5 Describe the process of configuring the data validation process** | | |
| Answer: | | |
| **5.6 Describe the technology components used/required for your ETL component; include any required server operating systems, vendor platforms and 3rd party tools in addition to your product (e.g. does your solution require SQL Server Integration Services running on a Windows Server 2012 server?)** | | |
| Answer: | | |
| 1. **Technology** | | |
| **6.1 Are there ways (APIs, services, libraries, messaging bus, etc.) to extend/augment/configure the product programmatically?** | | |
| Answer: | | |
| **6.2 What is your solution’s technology stack? Please include: server operating system(s), client operating system(s), database platform, programming languages/frameworks and development tools** | | |
| Answer: | | |
| **6.3 Does your solution support deployment to a virtualized environment (i.e. VMWare, Hyper-V, etc.)?** | | |
| Answer: | | |
| **6.4 Provide a list of how many servers are required in a typical installation of your product; list operating systems, database platforms and any other components required** | | |
| Answer: | | |
| **6.5 What are the hardware requirements (minimum and preferred) for the various components (i.e. server, client, etc.) of your solution? ; include processor requirements, RAM, disk space** | | |
| Answer: | | |
| **6.6 Does your solution use Active Directory for authentication/authorization and if not what does it use?** | | |
| Answer: | | |
| **6.7 If the solution provides end-user analytics through a web browser, what browsers are supported and what is your roadmap for supporting new/upcoming browsers (i.e. Microsoft Edge)?** | | |
| Answer: | | |
| **6.8 Are there any system requirements for end-user analytic tools? (i.e. a particular version of Microsoft Excel, SQL Server Reporting Services, SharePoint, etc.)** | | |
| Answer: | | |
| **7.Implementation Approach** | | |
| **7.1 Describe in detail the configuration and integration process, include timelines and resource requirements** | | |
| Answer: | | |
| **7.2 Describe a typical implementation plan; provide samples of previous implementation plans** | | |
| Answer: | | |
| **7.3 Describe the experience and qualifications of your installation team** | | |
| Answer: | | |
| **7.4 Describe the effort and staff skills that the Winnipeg Police Service will need to provide during the implementation process** | | |
| Answer: | | |
| **7.5 Describe the process of moving the updates between test and production environments, provide the time and effort required as well as internal/external resource requirements to complete the move** | | |
| Answer: | | |
| **8.Training** | | |
| **8.1 Describe the training provided, including training outline and methodology** | | |
| Answer: | | |
| **8.2 Does your product include training aids such as online tutorials, etc.?** | | |
| Answer: | | |
| **8.3 Provide any additional information regarding training that may be of interest to the Winnipeg Police Service** | | |
| Answer: | | |