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| FORM N: PROPONENT PROPOSAL - REQUIREMENTS |
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| Instructions for filling out Form N: Proponent Proposal - Requirements1. Complete Form N: Proponent Proposal
2. Follow the proposal instructions in the Proposal Instructions section below
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| **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 (except where indicated N/A via grey shading), 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:1. A planned release up to 3 calendar months after the RFQ 205-2016 competition close date, where an additional Proponent response code of **3** should be provided;
2. A planned release up to 6 calendar months after the RFQ 205-2016 competition close date, where an additional Proponent response code of **6** should be provided, or
3. A planned release up to 12 calendar months or longer after the RFQ 205-2016 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 integrated product. **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.
3. This Form N document lists the requirements ordered by requirement category (Mandatory, Non-Mandatory or Desired). The accompanying document titled “WFPS RMS Requirements by Function” is provided to allow the Proponents to view the requirements ordered by function (and original numbering).
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| 1. **Mandatory Requirements**
 | **Proponent Response (Y, N)** |
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| **Requirement Description** | **Requirement****Info** | **Requirement Category** | **RFQ** **Requirement Ref#** |  |
| The system must comply with all requirements of the Manitoba Freedom of Information and Protection of Privacy Act (FIPPA) , Personal Health Information Act (PHIA) |   | General | R1.1 |  |
| The system must be fully compliant with all coding and reporting requirements as defined by the Manitoba Fire Commissioner | These requirements must be complied with at the outset of the implementation and maintained as long as the system is in use in WFPS. | General | R1.2.1 |  |
| The system must be fully compliant with all coding and reporting requirements as defined by the Manitoba Fire Commissioner | The system must capable of electronic reporting of incident information to the Fire Commissioner's Office. | General | R1.2.2 |   |
| The system must support the automated export of information based on triggers which are to be defined by the system administrator |   | General | R1.7 |   |
| The system must support the automated import of data from a variety of different interfaces and/or applications. |   | General | R1.8 |  |
| The system must include (at a minimum) a method for capturing: | Unit Activity Tracking | General | R1.12.1 |  |
| The system must include (at a minimum) a method for capturing: | Incidents | General | R1.12.2 |  |
| The system must include (at a minimum) a method for capturing: | Properties | General | R1.12.3 |  |
| The system must include (at a minimum) a method for capturing: | Inspections | General | R1.12.4 |  |
| The system must include (at a minimum) a method for capturing: | Permits | General | R1.12.5 |  |
| The system must include (at a minimum) a method for capturing: | Complaints | General | R1.12.6 |  |
| The system must include (at a minimum) a method for capturing: | Investigations | General | R1.12.7 |  |
| The system must include (at a minimum) a method for capturing: | Personnel | General | R1.12.8 |  |
| The system must include (at a minimum) a method for capturing: | Certifications/Training | General | R1.12.9 |  |
| The system must include (at a minimum) a method for capturing: | Public Education | General | R1.12.10 |  |
| The system must be capable of operating on a variety of hardware platforms including but not limited to: | Desktop computer | General | R1.13.1 |  |
| The system must be capable of operating on a variety of hardware platforms including but not limited to: | Laptop computer | General | R1.13.2 |  |
| Access to each data model or module must be controlled by security which is configurable by the system administrator |   | General | R1.16 |  |
| 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 | General | R1.18.1 |  |
| The system administrator must be able to add users to each security group as required |   | General | R1.19 |  |
| The system must be capable of automatically receiving basic incident information from a separate CAD system via an interface |   | Incidents | R3.1 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Incident address | Incidents | R3.2.1 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Building name | Incidents | R3.2.2 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Initial incident type | Incidents | R3.2.3 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Initial alarm level | Incidents | R3.2.4 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Initial priority | Incidents | R3.2.5 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Responding units | Incidents | R3.2.9 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Unit status information | Incidents | R3.2.10 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Incident Attendees (all personnel on scene) | Incidents | R3.2.11 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Dispatcher notes | Incidents | R3.2.12 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Caller information (name, phone number, address) | Incidents | R3.2.13 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Call source | Incidents | R3.2.14 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | First-In Zone | Incidents | R3.2.15 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | TAC Channel | Incidents | R3.2.16 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Event Number | Incidents | R3.2.17 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Incident Benchmarks | Incidents | R3.2.18 |  |
| The system must automatically link any incident with any existing property record at the same location |   | Incidents | R3.10.2 |  |
| The system must be capable of automatically receiving basic personnel data from an external database such as a Roster or staffing solution |   | Personnel | R6.1 |  |
| The system must be capable of tracking training records |   | Training | R7.1 |  |
| The system must be capable of searching data | Searchable by student, instructor, certification, program, lesson, date, expiry, reg # | Training | R7.5.1 |  |
| The system must be capable of printing a report of searchable data by each criteria |   | Training | R7.6 |  |
| The designated user(s) must be able to set up training programs |   | Training | R7.12 |  |
| The system administrator must be able to set up training lessons |   | Training | R7.13 |  |
| When a user participates in a training session, data must be linked to their personnel record | Link records must include security required to maintain confidentiality | Training | R7.16.1 |  |
| The system must be capable of tracking public education events |   | PubEd | R9.2 |  |
| The system must provide a mechanism for tracking what actions were taken and the details of that action. | Education - what education was provided?  | PubEd | R9.25.1 |  |
| The system must provide a mechanism for tracking what actions were taken and the details of that action. | Referral - which agency was the family referred to? | PubEd | R9.25.2 |  |
| The user must be able to add notes to the youth incident file in free-form text |   | PubEd | R9.26 |  |
| For each Youth Fire Setter record, there must be a section to capture incident details including (but not limited to): | Date of incident | PubEd | R9.27.1 |  |
| For each Youth Fire Setter record, there must be a section to capture incident details including (but not limited to): | Interviewer (Officer) | PubEd | R9.27.3 |  |
| For each Youth Fire Setter record, there must be a section to capture incident details including (but not limited to): | Status of Interview | PubEd | R9.27.4 |  |
| For each Youth Fire Setter record, there must be a section to capture incident details including (but not limited to): | Interview date | PubEd | R9.27.5 |  |
| For each Youth Fire Setter record, there must be a section to capture incident details including (but not limited to): | Interview details | PubEd | R9.27.6 |  |
| For each Youth Fire Setter record, there must be a section to capture incident details including (but not limited to): | Follow up details | PubEd | R9.27.7 |  |
| For each Youth Fire Setter record, there must be a section to capture incident details including (but not limited to): | Closing/Final Remarks and Disposition | PubEd | R9.27.8 |  |
| The RMS system must be capable of maintaining a 2-way near time interface with the CAD system |   | Interfaces | R10.1 |  |
| The interface must allow for automatic importing/exporting of data based upon pre-defined business rules. |   | Interfaces | R10.2 |  |
| Incoming data from the CAD system must include (but not be limited to): | Incident address | Interfaces | R10.4.1 |  |
| Incoming data from the CAD system must include (but not be limited to): | Building name | Interfaces | R10.4.2 |  |
| Incoming data from the CAD system must include (but not be limited to): | Initial incident type | Interfaces | R10.4.3 |  |
| Incoming data from the CAD system must include (but not be limited to): | Responding units | Interfaces | R10.4.5 |  |
| Incoming data from the CAD system must include (but not be limited to): | Unit status information | Interfaces | R10.4.6 |  |
| Incoming data from the CAD system must include (but not be limited to): | Incident Attendees | Interfaces | R10.4.7 |  |
| Incoming data from the CAD system must include (but not be limited to): | Dispatcher notes | Interfaces | R10.4.8 |  |
| Incoming data from the CAD system must include (but not be limited to): | Caller information (name, phone number, address) | Interfaces | R10.4.9 |  |
| Incoming data from the CAD system must include (but not be limited to): | Call source | Interfaces | R10.4.10 |  |
| Incoming data from the CAD system must include (but not be limited to): | First-In Zone | Interfaces | R10.4.11 |  |
| Incoming data from the CAD system must include (but not be limited to): | TAC Channel | Interfaces | R10.4.12 |  |
| Incoming data from the CAD system must include (but not be limited to): | Event Number | Interfaces | R10.4.13 |  |
| Incoming data from the CAD system must include (but not be limited to): | Incident Benchmarks | Interfaces | R10.4.14 |  |
| It must be possible to interface with the proprietary First Watch application. | This application will sync the RMS data with the First Watch application | Interfaces | R10.17.1 |  |
| The RMS must operate on a standard industry-recognized operating system | Examples of this would be Windows,  | Technical | R11.1.1 |  |
| The RMS database must be on a standard industry-based database | Examples of this would be Oracle, MSSQLPreferred DB is MSSQL | Technical | R11.2.1 |  |
| The vendor must allow for annual upgrades of OS and DB | The vendor must allow for annual upgrades of OS and DB | Technical | R11.3.1 |  |
| System backups must not negatively impact system performance | System backups must not negatively impact system performance | Technical | R11.6.1 |  |
| The vendor must provide the database schema, with annual updates | The vendor must provide the database schema, with annual updates | Technical | R11.12.1 |  |
| The vendor must provide the database dictionary | The vendor must provide the database dictionary | Technical | R11.13.1 |  |
| The vendor must provide detailed system administration documentation | The vendor must provide detailed system administration documentation | Technical | R11.14.1 |  |
| The vendor must provide system administration training | The vendor must provide system administration training | Technical | R11.15.1 |  |
| The vendor must provide functional documentation | The vendor must provide functional documentation | Technical | R11.16.1 |  |
| The vendor must provide functional test plans and test scripts | The vendor must provide functional test plans and test scripts | Technical | R11.17.1 |  |
| The vendor must provide a system architecture diagram | The vendor must provide a system architecture diagram | Technical | R11.19.1 |  |
| Database backup | The RMS must provide the ability for on line/hot backups of the database without impairing system operation | Technical | R11.25.1 |  |
| Failover capability | The RMS must have the ability to fail over to another server/system | Technical | R11.26.1 |  |
| The system must support current industry standard infrastructure formats | The system must be capable of operating in a Virtual Machine environment | Technical | R11.27.1 |  |
| The system must support current industry standard infrastructure formats | Virtual Machine environment includes database servers, interface or application servers and dispatch workstations | Technical | R11.27.2 |  |
| Vendor must support/work with standard vendors for various interfaces including CAD and PeopleSoft solutions |   | Corporate | R12.2 |  |
| Vendor must offer annual maintenance packages |   | Corporate | R12.3 |  |
| Vendor must provide a warranty for the product/solution |   | Corporate | R12.4 |  |
| The vendor must be able to provide a process for system upgrades |   | Corporate | R12.17 |  |
| The vendor must provide software configuration training to identified super users |   | Corporate | R12.19 |  |
| Vendor must provide 7/24/365 support | The vendor must provide an agreed service level agreement | Corporate | R12.22.1 |  |
| Vendor must provide 7/24/365 support | The vendor must provide a response within a certain time frame to calls for assistance | Corporate | R12.22.2 |  |
| Vendor must provide 7/24/365 support | The response time must be based on the priority of the request | Corporate | R12.22.3 |  |
| Vendor is currently installed with a number of users and anticipated call volume  | Refer to the Assumptions worksheet for details | Corporate | R12.26.1 |  |
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| **B. Non-Mandatory Requirements** | **Proponent Response (Y, C, F, 3, N)** |
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| **Requirement Description** | **Requirement****Info** | **Requirement Category** | **RFQ** **Requirement Ref#** |  |
| The system should be fully compliant with all coding and reporting requirements as defined by the Manitoba Health. | System should be responsible for direct reporting or reporting through an interface with the Zoll ePCR application. | General | R1.3.1 |  |
| The system should allow for the tracking of specific user-initiated transaction to ensure that they are managed in a consistent manner. | The system should provide for audit tracking for all system transactions | General | R1.4.1 |  |
| The system should allow for the tracking of specific user-initiated transaction to ensure that they are managed in a consistent manner. | The system should allow for audit tracking, at the table level | General | R1.4.2 |  |
| The system should use common standard hot-key combinations and keyboard conventions as are found in Windows applications |   | General | R1.5 |  |
| 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 | General | R1.6.1 |  |
| 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: | .html | General | R1.6.2 |  |
| 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: | .xml | General | R1.6.3 |  |
| 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: | .rtf | General | R1.6.4 |  |
| 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: | .doc | General | R1.6.5 |  |
| The system should support the manual import of data from a variety of formats including but not limited to: | .csv | General | R1.9.1 |  |
| The system should support the manual import of data from a variety of formats including but not limited to: | .html | General | R1.9.2 |  |
| The system should support the manual import of data from a variety of formats including but not limited to: | .xml | General | R1.9.3 |  |
| The system should support the manual import of data from a variety of formats including but not limited to: | .rtf | General | R1.9.4 |  |
| The system should support the manual import of data from a variety of formats including but not limited to: | .doc | General | R1.9.5 |  |
| The system should support the attachment of external documents in all of the standard formats including, but not limited to: | .csv | General | R1.10.1 |  |
| The system should support the attachment of external documents in all of the standard formats including, but not limited to: | .doc | General | R1.10.2 |  |
| The system should support the attachment of external documents in all of the standard formats including, but not limited to: | .jpg | General | R1.10.3 |  |
| The system should support the attachment of external documents in all of the standard formats including, but not limited to: | .pdf | General | R1.10.4 |  |
| The system should allow a user to begin a report on one workstation and then, should they need to stop for any reason, resume the report from another workstation at a later date/time. |   | General | R1.11 |  |
| The system must be capable of operating on a variety of hardware platforms including but not limited to: | Tablet computer | General | R1.13.3 |  |
| The system should be accessible through a web-based interface |   | General | R1.14 |  |
| There should be a mechanism for attaching internal and externally available documents and images to records within the system |   | General | R1.15 |  |
| The system administrator should be able to configure security on a user by user basis down to the column level. | User A should be able to view some data on Form A but not all of it. | General | R1.17.1 |  |
| The system should be configurable by the system administrator | Forms | General | R1.21.1 |  |
| The system should be configurable by the system administrator | Reports | General | R1.21.2 |  |
| The system should be configurable by the system administrator | Adding data elements  | General | R1.21.4 |  |
| The system should allow all drop-down or picklists values to be defined by the system administrator |   | General | R1.22 |  |
| The system should allow the values in drop-down or picklists to be different depending on the agency or user that is logged on |   | General | R1.23 |  |
| The system should allow the system administrator to customize all forms within the system |   | General | R1.24 |  |
| The system should provide functionality that allows the system to default or exclude some field entries when specific values in other fields are entered.  | For example, if user enters the type of fire as Outside Fire, any field related to Room of Origin should become unavailable for entry. | General | R1.25.1 |  |
| The system should be configurable by the system administrator so that they can define colours, fonts, labels etc. |   | General | R1.26 |  |
| The system should provide views and reports that support user definable searches on all system data elements that have been entered by end user agencies into the system |   | General | R1.28 |  |
| The system should be delivered with out-of-the-box canned reports which can be run by users based on security |   | General | R1.29 |  |
| All views and reports generated “on-screen” should be printable |   | General | R1.30 |  |
| The system should be able to represent all data retrieved in these reports and views in a variety of ways including but not limited to: | Pre-formatted report templates | General | R1.31.4 |  |
| All system 'canned report's should be exportable by the users in either .pdf or .doc(x) format |   | General | R1.32 |  |
| The user should be able to create a report by pulling data from multiple tables in the system |   | General | R1.33 |  |
| The system should allow the user to save reports so that they can be run whenever required |   | General | R1.34 |  |
| The system should allow for the scheduling or automation of reports to be run | By date/time | General | R1.35.1 |  |
| The system should allow for the scheduling or automation of reports to be run | By specific incident type | General | R1.35.2 |  |
| The system should provide a mechanism for disseminating reports to specified personnel via email or some other method |   | General | R1.36 |  |
| The system should provide a dashboard function for monitoring information in real-time by designated users. |   | General | R1.37 |  |
| 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 |   | General | R1.38 |  |
| The system should allow the users to run a wide range of reports as related to user performance, time on task and resource deployment |   | General | R1.39 |  |
| Content of any reports should be user definable |   | General | R1.40 |  |
| Frequency of any reports should be user definable |   | General | R1.41 |  |
| The system should allow for data mining from 3rd-party tools to support the tasks of Quality Improvement (QI) | See QI Reports tab for list of reports currently being generated. | General | R1.42.1 |  |
| The system should be a true multi-agency system that provides each agency with the ability to keep data elements confidential through user definable security as required. |   | General | R1.43 |  |
| Each agency should have the ability to control the access of other agencies to the data they own  |   | General | R1.44 |  |
| The system should track all unit activity | Manually added data | Unit Activity | R2.1.1 |  |
| The system should track all unit activity | Transferred from the CAD system | Unit Activity | R2.1.2 |  |
| User should be able to add information related to a unit/apparatus or station activity | Task or activity | Unit Activity | R2.2.1 |  |
| User should be able to add information related to a unit/apparatus or station activity | Time associated to specific tasks | Unit Activity | R2.2.2 |  |
| User should be able to add information related to a unit/apparatus or station activity | Notes | Unit Activity | R2.2.3 |  |
| User should be able to add information related to a unit/apparatus or station activity | Location | Unit Activity | R2.2.4 |  |
| User should be able to add information related to a unit/apparatus or station activity | Apparatus | Unit Activity | R2.2.5 |  |
| User should be able to add information related to a unit/apparatus or station activity | Personnel | Unit Activity | R2.2.6 |  |
| A unit history should be retrievable for either the most recent log on period or for a number of log on periods | A unit history should be retrievable for either the most recent log on period or for a number of log on periods | Unit Activity | R2.3.1 |  |
| A unit history should 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 should display the most recent unit history for that unit. If the unit is not logged on, the system should display the most recent unit history | Unit Activity | R2.3.2 |  |
| A unit history should be retrievable for either the most recent log on period or for a number of log on periods | It should be possible for the System Administrator to set a maximum date range that can be queried from inside the CAD | Unit Activity | R2.3.4 |  |
| The unit history should present all transactions associated with the unit, including all events, non-event related activities including all miscellaneous comments entered; also the personnel roster | The unit history should present all transactions associated with the unit, including all events, non-event related activities including all miscellaneous comments entered; also the personnel roster | Unit Activity | R2.4.1 |  |
| The unit history should present all transactions associated with the unit, including all events, non-event related activities including all miscellaneous comments entered; also the personnel roster | It should be possible to display the unit remarks and system based chronology in separate pieces. This would allow the users to look up their remarks without having to sort through all the other system information (chronology). | Unit Activity | R2.4.2 |  |
| The unit history should be able to be printed, by command, by mouse click or by hot-key combination where available | The unit history should be able to be printed, by command, by mouse click or by hot-key combination where available | Unit Activity | R2.5.1 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Flight ID / Patient ID | Incidents | R3.2.19 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Pick up Location | Incidents | R3.2.20 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Drop off Location | Incidents | R3.2.21 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Patient Origin (City picklist) | Incidents | R3.2.22 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | First Nations  | Incidents | R3.2.23 |  |
| The system should allow for different users to complete specific portions of the incident report | If multiple apparatus attend an incident, each officer should be able to complete their apparatus-specific information including attendees (if not completed by CAD), apparatus actions, notes | Incidents | R3.3.1 |  |
| The system should allow each user to 'lock off' their portion of the incident so that it cannot be modified. | A user should be able to lock their portion of an incident. | Incidents | R3.4.1 |  |
| The system should allow each user to 'lock off' their portion of the incident so that it cannot be modified. | It should be possible for users with the appropriate security to lock the entire incident record when it is complete | Incidents | R3.4.2 |  |
| The system should allow each user to 'lock off' their portion of the incident so that it cannot be modified. | It should be possible to mark fields which are required to be completed before a record can be locked | Incidents | R3.4.3 |  |
| The system should allow each user to 'lock off' their portion of the incident so that it cannot be modified. | The system should track the locking of an incident including the person who locked the record and date time | Incidents | R3.4.4 |  |
| The system should allow each user to 'lock off' their portion of the incident so that it cannot be modified. | If a record is unlocked the system should track the time/date and user who unlocked the record | Incidents | R3.4.5 |  |
| Select portions of an incident record should be made invisible to users based on security | Investigation information should be restricted to only the investigator completing the report.  | Incidents | R3.6.1 |  |
| Select portions of an incident record should be made invisible to users based on security | Any firefighter or paramedic injuries or exposures should not be visible outside of specific authorized users | Incidents | R3.6.2 |  |
| Exposure records are generated when a primary fire causes a secondary fire (i.e. house #1 catches on fire, sparks or flames from that fire cause a fire in a neighbouring property) | Exposure records are generated when a primary fire causes a secondary fire (i.e. house #1 catches on fire, sparks or flames from that fire cause a fire in a neighbouring property) | Incidents | R3.7.1 |  |
| The system should allow for the manual creation of Incident records when required |   | Incidents | R3.7.2 |  |
| The ability to create manual incident records should be controlled by security which is configurable by the system administrator |   | Incidents | R3.8.1 |  |
| The system should have a mechanism for all appropriate completed incident reports to be electronically submitted to the OFC |   | Incidents | R3.8.2 |  |
| The incident form or forms should be able to be configured in such a way that information required by the OFC can be recorded | This should include information related to cause of type of fire, injuries and/or deaths etc. | Incidents | R3.9.1 |  |
| Based on the requirements of the Manitoba OFC, the system should allow for data filtering so that when one piece of information is selected the next piece of information is filtered to only the valid options | For example, if writing a report regarding an outside garbage bin fire some fields are not required/applicable such as horizontal flame spread and vertical flame spread. A system administrator should be able to define these fields and what is to be filled in the fields or if they are hidden, etc. | Incidents | R3.9.2 |  |
| The system administrator should be able to add custom fields onto any incident-related forms as required to capture incident-related information that is not part of the 'out-of-the-box' implementation of the system | Situation Found information | Incidents | R3.11.1 |  |
| The system administrator should be able to add custom fields onto any incident-related forms as required to capture incident-related information that is not part of the 'out-of-the-box' implementation of the system | First-In Apparatus information | Incidents | R3.11.2 |  |
| The system administrator should be able to add custom fields onto any incident-related forms as required to capture incident-related information that is not part of the 'out-of-the-box' implementation of the system | Calculated values such as the amount it took for an apparatus to go from dispatch to enroute or dispatch to onscene | Incidents | R3.11.3 |  |
| The user should be able to attach or link to images or documents related to an incident |   | Incidents | R3.12 |  |
| The basic property data should be consumed by the RMS and automatically create a property record using (at a minimum) the following information: | Property address | Properties | R4.3.1 |  |
| The basic property data should be consumed by the RMS and automatically create a property record using (at a minimum) the following information: | Property name | Properties | R4.3.2 |  |
| The basic property data should be consumed by the RMS and automatically create a property record using (at a minimum) the following information: | Property class | Properties | R4.3.3 |  |
| The basic property data should be consumed by the RMS and automatically create a property record using (at a minimum) the following information: | Property linkages (i.e. when a Starbucks is inside of a grocery store) | Properties | R4.3.4 |  |
| The basic property data should be consumed by the RMS and automatically create a property record using (at a minimum) the following information: | Property references (contacts) | Properties | R4.3.5 |  |
| The basic property data should be consumed by the RMS and automatically create a property record using (at a minimum) the following information: | Associated business licenses | Properties | R4.3.6 |  |
| The system administrator should have the ability to configure the security so that access to the property information can be provided on a user-by-user basis |   | Properties | R4.5 |  |
| The system should allow for the recording of building use information outside of the property class | i.e. Property Class may be D - Professional but the use might be specific to a doctor's office or lawyer's office etc. | Properties | R4.6.1 |  |
| The system should allow for the recording of hazards, warnings or special information related to the property including but not limited to: | Gate/Building codes | Properties | R4.8.1 |  |
| The system should allow for the recording of hazards, warnings or special information related to the property including but not limited to: | Lockbox locations | Properties | R4.8.2 |  |
| The system should allow for the recording of hazards, warnings or special information related to the property including but not limited to: | Special instructions | Properties | R4.8.3 |  |
| The system should allow for the recording of HazMat information | Type of materials being stored | Properties | R4.9.1 |  |
| The system should allow for the recording of HazMat information | Quantities of materials being stored | Properties | R4.9.2 |  |
| The system should allow for the recording of HazMat information | Location of materials being stored | Properties | R4.9.3 |  |
| Users should be able to add multiple business licenses to the same property |   | Properties | R4.11 |  |
| Users should be able to add or modify contacts | Business license related contacts | Properties | R4.12.1 |  |
| Users should be able to add or modify contacts | Property related contacts | Properties | R4.12.2 |  |
| The system should have a mechanism for the recording of billable items related to the property based on pre-defined business rules including but not limited to: | Incident related charges | Properties | R4.13.1 |  |
| The system should have a mechanism for the recording of billable items related to the property based on pre-defined business rules including but not limited to: | Inspection related charges | Properties | R4.13.2 |  |
| The system should have a mechanism for the recording of billable items related to the property based on pre-defined business rules including but not limited to: | Permits related charges | Properties | R4.13.3 |  |
| The system should allow a property to be marked as an Inspectable property |   | Properties | R4.14 |  |
| From the property, with the appropriate security, the user should be able to view all information related to that property including but not limited to: | Incidents | Properties | R4.15.1 |  |
| From the property, with the appropriate security, the user should be able to view all information related to that property including but not limited to: | Inspections | Properties | R4.15.2 |  |
| From the property, with the appropriate security, the user should be able to view all information related to that property including but not limited to: | Permits | Properties | R4.15.3 |  |
| The system should allow for the tracking of permits against a property including but not limited to: | Burning permits | Properties | R4.16.1 |  |
| The system should allow for the tracking of permits against a property including but not limited to: | Fireworks | Properties | R4.16.2 |  |
| The system should allow for the tracking of permits against a property including but not limited to: | Pyrotechnics | Properties | R4.16.3 |  |
| The system should allow for a mechanism for identifying billable permits based on pre-defined criteria | Type of permit | Properties | R4.17.1 |  |
| The system should allow for a mechanism for identifying billable permits based on pre-defined criteria | Manual identification by user | Properties | R4.17.2 |  |
| The system should allow for the tracking of complaints against a property. | Complaints should be generated by an individual, an internal user or an external agency. | Properties | R4.18.1 |  |
| The system should allow for the tracking of complaints against a property. | Users should be able to generate an Inspection from a complaint. This would include tracking of multiple re-inspections as required. | Properties | R4.18.2 |  |
| The system should allow for the tracking of complaints against a property. | Complaints should be assigned a status which is pre-defined by the system administrator. | Properties | R4.18.3 |  |
| Inspections should be able to be categorized by types such as: | Fire Prevention Inspections | Inspections | R5.1.1 |  |
| Inspections should be able to be categorized by types such as: | Operations Inspections | Inspections | R5.1.2 |  |
| It should be possible to relate specific inspectable items for each property based on a variety of criteria including but not limited to: | Property address | Inspections | R5.3.1 |  |
| It should be possible to relate specific inspectable items for each property based on a variety of criteria including but not limited to: | Inspection class | Inspections | R5.3.3 |  |
| The system administrator should be able to define the frequency of inspections for each type of inspection based on a pre-defined set of business rules. |   | Inspections | R5.4 |  |
| It should be possible to create non-recurring inspections |   | Inspections | R5.5 |  |
| The inspector should be capable of marking an inspection as 'failed' or 'unsuccessful' which will automatically generate a re-inspection | Re-inspection records should only contain items that did not pass during the initial inspection | Inspections | R5.6.1 |  |
| The inspector should be capable of marking an inspection as 'failed' or 'unsuccessful' which will automatically generate a re-inspection | Re-inspection records should be linked to the initial inspection | Inspections | R5.6.2 |  |
| The inspector should be capable of marking an inspection as 'failed' or 'unsuccessful' which will automatically generate a re-inspection | Once all items have passed inspection, a new 'annual' inspection should be generated and should contain all inspectable items | Inspections | R5.6.3 |  |
| There should be a mechanism for attaching external files related to an inspection which could include but not be limited to: | Images | Inspections | R5.7.1 |  |
| There should be a mechanism for attaching external files related to an inspection which could include but not be limited to: | Documents | Inspections | R5.7.2 |  |
| It should be possible to link inspections to other events within the RMS including but not limited to: | Incidents | Inspections | R5.8.1 |  |
| It should be possible to link inspections to other events within the RMS including but not limited to: | Complaints | Inspections | R5.8.2 |  |
| There should be a method of capturing the person or persons that performed the inspection. | There should be times when there are multiple inspectors performing one inspection | Inspections | R5.9.1 |  |
| It should be possible to perform an inspection and relate that inspection to a specific business license attached to the property | The user should be provided with a way on the inspection record to select a business license | Inspections | R5.10.1 |  |
| It should be possible to perform an inspection and relate that inspection to a specific business license attached to the property | The system should display the previous business license that the inspection was performed against (if applicable) | Inspections | R5.10.2 |  |
| The inspector should 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 | Inspections | R5.12.1 |  |
| The inspector should be able to record inspection information from a remote location | Should have real-time entry into the RMS database  | Inspections | R5.12.2 |  |
| The basic personnel data should be consumed by the RMS and automatically create a personnel record using (at a minimum) the following information: | First Name | Personnel | R6.2.1 |  |
| The basic personnel data should be consumed by the RMS and automatically create a personnel record using (at a minimum) the following information: | Last Name | Personnel | R6.2.2 |  |
| The basic personnel data should be consumed by the RMS and automatically create a personnel record using (at a minimum) the following information: | Common Name | Personnel | R6.2.3 |  |
| The basic personnel data should be consumed by the RMS and automatically create a personnel record using (at a minimum) the following information: | Rank | Personnel | R6.2.4 |  |
| The basic personnel data should be consumed by the RMS and automatically create a personnel record using (at a minimum) the following information: | Shift | Personnel | R6.2.5 |  |
| The basic personnel data should be consumed by the RMS and automatically create a personnel record using (at a minimum) the following information: | Assignment | Personnel | R6.2.6 |  |
| The system should allow for the manual entry of personnel as required |   | Personnel | R6.3 |  |
| There should be a mechanism for tracking career information including but not limited to: | Rank assignment | Personnel | R6.4.1 |  |
| There should be a mechanism for tracking career information including but not limited to: | Date of promotion | Personnel | R6.4.2 |  |
| The system should allow for tracking medical information against a personnel record | Information should be controlled by security so that only authorized persons have access to the information | Personnel | R6.5.1 |  |
| The system administrator should be able to define certain roles and assign personnel to those roles. | Roles should allow users to be added to specific picklists such as Investigator, Inspector etc. | Personnel | R6.6.1 |  |
| Each personnel record should be linked to any certifications that are assigned to each person | Certifications should include the date it was earned and, if applicable, the date that it expires | Personnel | R6.7.1 |  |
| From a personnel record, a user should be able to identify all events that person has been linked to including but not limited to: | Incidents | Personnel | R6.9.1 |  |
| From a personnel record, a user should be able to identify all events that person has been linked to including but not limited to: | Training | Personnel | R6.9.2 |  |
| From a personnel record, a user should be able to identify all events that person has been linked to including but not limited to: | Inspections | Personnel | R6.9.3 |  |
| From a personnel record, a user should be able to identify all events that person has been linked to including but not limited to: | Public Education | Personnel | R6.9.4 |  |
| The system should allow for tracking of contact information for the personnel including but not limited to: | Primary phone number | Personnel | R6.10.1 |  |
| The system should allow for tracking of contact information for the personnel including but not limited to: | Secondary phone number | Personnel | R6.10.2 |  |
| The system should allow for tracking of contact information for the personnel including but not limited to: | Email | Personnel | R6.10.3 |  |
| The system should allow for tracking of contact information for the personnel including but not limited to: | Secondary email | Personnel | R6.10.4 |  |
| The system should be able to track drivers license information including any endorsements and restrictions for each personnel member. | Should be possible to report on various criteria including expiry dates. | Personnel | R6.12.1 |  |
| The system should provide pre-packaged content relative to Fire & EMS education material  | Content should meet industry standards such as NFPA or CECBEMS | Training | R7.2.1 |  |
| The system should provide for a single point of training data - single portal for users and administrators | What training was delivered | Training | R7.3.1 |  |
| The system should provide for a single point of training data - single portal for users and administrators | Who took it | Training | R7.3.2 |  |
| The system should provide for a single point of training data - single portal for users and administrators | What training material was delivered | Training | R7.3.3 |  |
| The system should be capable of maintaining historic data |   | Training | R7.4 |  |
| Not all courses are managed internally. It should be possible to track training sessions provided by an external resource |   | Training | R7.7 |  |
| The system should have the ability to deliver learning modules in multiple formats | multimedia presentations | Training | R7.8.1 |  |
| The system should have the ability to deliver learning modules in multiple formats | Webinars  | Training | R7.8.2 |  |
| The system should have the ability to deliver learning modules in multiple formats | Text based documents | Training | R7.8.3 |  |
| The system should have the ability to deliver learning modules in multiple formats | Interactive lessons | Training | R7.8.4 |  |
| The system administrator should be able to link lessons to programs |   | Training | R7.14 |  |
| It should be possible to schedule training sessions in advance using a shift calendar system |   | Training | R7.18 |  |
| When scheduling a training session, the designated user should be able to identify who the instructor for the session will be | Internal instructors | Training | R7.19.1 |  |
| When scheduling a training session, the designated user should be able to identify who the instructor for the session will be | External instructors | Training | R7.19.2 |  |
| When scheduling a training session, the user should be able to identify who the trainees will be |   | Training | R7.20 |  |
| It should be possible to assign a group of users to a training session | Users should be able to collaborate and work together through the session.  | Training | R7.21.1 |  |
| It should be possible to assign a group of users to a training session | The session is delivered to a group however the training information is recorded against the individual user. | Training | R7.21.2 |  |
| When scheduling a training session, it should be possible book the following: | Apparatus | Training | R7.23.3 |  |
| When a training session is built, the system should associate all the defined components (students, instructors, equipment, apparatus)  | The system should capture all information with date/time stamps, user names etc. | Training | R7.24.1 |  |
| When a training session is built, the system should associate all the defined components (students, instructors, equipment, apparatus)  | It should be possible to provide a list of users in a training session | Training | R7.24.2 |  |
| When a training session is built, the system should associate all the defined components (students, instructors, equipment, apparatus)  | It should be possible to show all the training sessions a user has been associated to | Training | R7.24.3 |  |
| It should be possible to assign a user to a single training session or multiple training sessions | a user may be involved in multiple independent training sessions simultaneously. The system should track each session independently | Training | R7.26.1 |  |
| it should be possible to maintain a bank of questions relative to a training session or group of sessions.  |   | Training | R7.33 |  |
| A designated user should be able to define the number of questions from the question bank that are required for each quiz. | The system should randomly select the questions and assign them to the designated quiz. | Training | R7.34.1 |  |
| A designated user should be able to define the number of questions from the question bank that are required for each quiz. | The questions should have a value to capture the level of difficulty based on pre-defined criteria | Training | R7.34.2 |  |
| A designated user should be able to define the number of questions from the question bank that are required for each quiz. | It should be possible to associate lessons to the question  | Training | R7.34.3 |  |
| A designated user should be able to define the number of questions from the question bank that are required for each quiz. | Where more than one lesson is being referenced in a series of questions for a quiz, it should be possible to define a percentage of certain questions to be used. | Training | R7.34.4 |  |
| The designated user should be able to define the required minimum score (evaluation mark) |   | Training | R7.35 |  |
| The student will log onto the system to conduct learning exercises and quizzes | Students should have a unique user id (account) which will be used to track all learning activities | Training | R7.36.1 |  |
| The student will log onto the system to conduct learning exercises and quizzes | It should include the amount of time the user is logged onto the system and the time on individual tasks | Training | R7.36.2 |  |
| The student will log onto the system to conduct learning exercises and quizzes | The system should capture date and time stamps with user name | Training | R7.36.3 |  |
| The student would take the test electronically and have score calculated and recorded | The system should mark the quiz and record the information against the student's user id.  | Training | R7.37.1 |  |
| Users should be able to suspend activities (save and exit) with the system allowing them to pick up where they left off when they log back onto the system. | As training activities occur during working hours, the users can be called away for operational duties.  | Training | R7.38.1 |  |
| Should be possible to define inactivity time out levels. This would allow for automatic save and exit (log out) of the application after a predefined period of inactivity. | When a user logs back on, they should be given the opportunity to resume where they left off | Training | R7.39.1 |  |
| It should be possible for a student to retake a quiz | The designated user should be able to define the number of retakes the student is allowed | Training | R7.40.1 |  |
| It should be possible for a student to retake a quiz | The system should randomly select the questions for the retake quiz.  | Training | R7.40.2 |  |
| There should be an ability to embed quiz questions within course content | It should be possible to have question built throughout the learning module so learners are required to answer questions during the learning not just at the end | Training | R7.41.1 |  |
| The system should be able to have evaluation marks entered relative to each training session (as appropriate) |   | Training | R7.42 |  |
| The system should track each users participation in the learning module (or training activity |   | Training | R7.43 |  |
| It should be possible to assign a due date associated to a learning activity | Must be completed by X date | Training | R7.44.1 |  |
| Designated users should be able to query the system for defined reports relative to the training program | Reports based on training session | Training | R7.45.1 |  |
| Designated users should be able to query the system for defined reports relative to the training program | Reports based on students | Training | R7.45.2 |  |
| Designated users should be able to query the system for defined reports relative to the training program | Reports based on instructors | Training | R7.45.3 |  |
| Designated users should be able to query the system for defined reports relative to the training program | Reports based on groups | Training | R7.45.4 |  |
| Designated users should be able to query the system for defined reports relative to the training program | Reports based on training course | Training | R7.45.5 |  |
| Designated users should be able to query the system for defined reports relative to the training program |  Report based on dates  | Training | R7.45.6 |  |
| Designated users should be able to query the system for defined reports relative to the training program | Reports based on training "completed to date" by groups and individuals | Training | R7.45.7 |  |
| Designated users should be able to query the system for defined reports relative to the training program | Reports based on training "in progress" by groups and individuals | Training | R7.45.8 |  |
| Designated users should be able to query the system for defined reports relative to the training program | Reports based on groups and individuals who have not started or completed training | Training | R7.45.9 |  |
| The system must allow for multiple business units to track training, performance and opportunities | Currently EMS and Communications business units utilize a precepting function. Fire would like to utilize it in the future | Training - Preceptor | R8.1.1 |  |
| The precepting program should assist in the evaluation of competencies in many settings. | Could be used in simulation, lab, clinical or field exercises | Training-Preceptor | R8.2.1 |  |
| The system must meet accreditation and precepting standards | WFPS currently utilizes the National Occupational Competency Profile for Paramedics (NOCP) as their curriculum blueprint. However, this is subject to change based on future organizational decisions. | Training - Preceptor | R8.3.1 |  |
| The system must meet accreditation and precepting standards | This document is modified over time and therefore the system should be able to be configured to adopt to this document and its updates while being able to maintain a master competency list | Training-Preceptor | R8.3.2 |  |
| Should provide a tool that will allow tracking of student learning information | The goal is to be able to capture evaluation data for all students | Training-Preceptor | R8.4.1 |  |
| Should include the ability to track in classroom or lab learning |   | Training-Preceptor | R8.5 |  |
| Should include the ability to track lab learning |   | Training-Preceptor | R8.6 |  |
| Should include the ability to track field learning |   | Training-Preceptor | R8.7 |  |
| Should include the ability to track clinical learning |   | Training-Preceptor | R8.8 |  |
| Must allow access to the system by both internal (WFPS) and external users |   | Training - Preceptor | R8.9 |  |
| External users should have access via a web portal so something similar to reduce application management  |   | Training-Preceptor | R8.10 |  |
| System must allow for definition of security for all users to ensure confidentiality  |   | Training - Preceptor | R8.11 |  |
| To allow for capture of data elements from external resources, where there is no availability of electronic access to the system - a method should be available to take a document and import the data into the system | It should be possible to take a form filled out by an external resource and scan the data into defined fields in the database | Training-Preceptor | R8.12.1 |  |
| To allow for capture of data elements from external resources, where there is no availability of electronic access to the system - a method should be available to take a document and import the data into the system | As forms will change over time, it is necessary for the system administrator to modify the input fields. | Training-Preceptor | R8.12.2 |  |
| It must be possible to define a user's role based on each course | For example a user could be a student or a preceptor. | Training - Preceptor | R8.13.1 |  |
| Users shall be either internal or external users | Could be a WFPS employee  | Training - Preceptor | R8.14.1 |  |
| Users shall be either internal or external users | Could be a external student or preceptor | Training - Preceptor | R8.14.2 |  |
| Only active pick list values should be displayed in drop down lists |   | Training-Preceptor | R8.15 |  |
| Designated Users should be able to define an unlimited number of courses |   | Training-Preceptor | R8.16 |  |
| It must be possible to define criteria to be met in a course | A criteria could be used for more than one course | Training - Preceptor | R8.17.1 |  |
| When a course is defined the system administrator must be able to define the criteria, competency and style to be evaluated | A pick list of active criteria must be presented to the user to select from | Training - Preceptor | R8.18.1 |  |
| When a course is added the designated user should be able to define the style of the evaluation | For example could be a number system or free form text or both | Training-Preceptor | R8.19.1 |  |
| When a criteria or competency is added to the system it should be possible to include "helpful" information (Help) |   | Training-Preceptor | R8.20 |  |
| The system should be able to add multiple competencies to a course at once |   | Training-Preceptor | R8.21 |  |
| Each course must have a defined group of students (users)  |   | Training - Preceptor | R8.22 |  |
| It should be possible to mark a criteria as inactive | When a criteria is marked inactive it should not modify the historical data. | Training-Preceptor | R8.23.1 |  |
| It should be possible to mark a criteria as inactive | When a criteria is marked inactive it should no longer be displayed as an option in the criteria pick lists | Training-Preceptor | R8.23.2 |  |
| The system must allow for a reference to a competency based on the NOCP | WFPS would like to capture the reference to the NOCP competency number relevant to criteria. It should be noted that over time, the NOCP competencies are revised and updated. This must be reflected and captured in the history. | Training - Preceptor | R8.24.1 |  |
| It should be possible to manage the competency, criteria and style data elements without modifying historic data | For example where the NOCP reference changes | Training-Preceptor | R8.25.1 |  |
| Should contain the following data elements for evaluation records | Text = Competency reference number  | Training-Preceptor | R8.26.1 |  |
| Should contain the following data elements for evaluation records | Competency | Training-Preceptor | R8.26.2 |  |
| Should contain the following data elements for evaluation records | Criteria | Training-Preceptor | R8.26.3 |  |
| Should contain the following data elements for evaluation records | Preceptor Comments | Training-Preceptor | R8.26.4 |  |
| Should contain the following data elements for evaluation records | Note for instructor | Training-Preceptor | R8.26.5 |  |
| Should contain the following data elements for evaluation records | Help  | Training-Preceptor | R8.26.6 |  |
| Should contain the following data elements for evaluation records | Note for Course administrator | Training-Preceptor | R8.26.7 |  |
| When a course is defined the system administrator should be able to define competencies for each Header Area | It should be possible to group criteria under a headerFor example:Area 1: Transportation1. criteria2. criteria | Training-Preceptor | R8.28.1 |  |
| Should be able to clone a course to use as a template for new course | When a course is cloned it should only include the criteria not any associated users | Training-Preceptor | R8.29.1 |  |
| The system should be able to add multiple competencies to a course at once |   | Training-Preceptor | R8.30 |  |
| Criteria must allow for a reference to a competency based on the NOCP | for each course criteria shall be assessed in a variety of ways.  | Training - Preceptor | R8.34.1 |  |
| It must be possible to define the number of times a competency must be completed  | Each competency must require a number of times to be performed and whether that is consecutive or cumulative. | Training - Preceptor | R8.35.1 |  |
| It must be possible to define the number of times a competency must be completed  |  It should also have a "display until" value which will define how long that criteria is displayed to the preceptor. | Training-Preceptor | R8.35.2 |  |
| It must be possible to define the number of times a competency must be completed  | The displayed until value should be a number of times it has been performed and if it was consecutive and cumulative.  | Training-Preceptor | R8.35.3 |  |
| Users defined as preceptors for a specific course must be able to evaluate a student for each incident attended |   | Training - Preceptor | R8.36 |  |
| It should be possible for preceptors to review any and all past and current marks that they have given a student within the active course | It should not be possible for a preceptor to see marks given a student by another preceptor | Training-Preceptor | R8.37.1 |  |
| Users defined as instructors with permission for a specific course must be able to review student evaluations performed by preceptors |   | Training - Preceptor | R8.38 |  |
| The system should allow for messaging  | The system should allow 2-way direct messaging between the preceptors and the preceptor administrator | Training-Preceptor | R8.39.1 |  |
| When a users logs on, the system should have an automated prompt (from any terminal) informing users with a list of incidents that are incomplete | Users could include any role such as student, preceptor or instructor | Training-Preceptor | R8.40.1 |  |
| The system should maintain a history page that can be accessed for review after the incident has been complete | \*The system should have the ability to track the number of times a competencies has been attempted by a specific student | Training-Preceptor | R8.41.1 |  |
| The system should be able to mark and capture multiple competencies for an incident |   | Training-Preceptor | R8.42 |  |
| The system should include an explanation field when deleting a student's mark |   | Training-Preceptor | R8.43 |  |
| The system should be able to display every mark a student has received |   | Training-Preceptor | R8.46 |  |
| The system should include visual icons when viewing the marks a student has received |   | Training-Preceptor | R8.47 |  |
| The system should include the number of opportunities attempted by a student |   | Training-Preceptor | R8.48 |  |
| The system may list all the incidents and marks given by a certain preceptor |   | Training - Preceptor | R8.49 |  |
| It should be possible for designated users to review other related data associated to the criteria evaluation | The system should include the option to go from the criteria evaluation details page directly to the CAD incident | Training-Preceptor | R8.50.1 |  |
| It should be possible for designated users to review other related data associated to the criteria evaluation | The system should include the option to go from the EMS incident details page directly to the ePCR (care report) | Training-Preceptor | R8.50.2 |  |
| Designated users should be able to query the system for defined reports relative to the precepting program | Reports based on course | Training-Preceptor | R8.53.1 |  |
| Designated users should be able to query the system for defined reports relative to the precepting program | Reports based on students | Training-Preceptor | R8.53.2 |  |
| Designated users should be able to query the system for defined reports relative to the precepting program | Reports based on instructors | Training-Preceptor | R8.53.3 |  |
| Designated users should be able to query the system for defined reports relative to the precepting program | Reports based on preceptors | Training-Preceptor | R8.53.4 |  |
| Designated users should be able to query the system for defined reports relative to the precepting program | Reports based on competency | Training-Preceptor | R8.53.5 |  |
| Designated users should be able to query the system for defined reports relative to the precepting program |  Report based on final competency attainment  | Training-Preceptor | R8.53.6 |  |
| Should be able to link file, images, or other attachments to a record | attachments to be stored on WFPS designated network | PubEd | R9.1.1 |  |
| The user should be able to schedule the public education event in advance |   | PubEd | R9.3 |  |
| The user should be able to identify all WFPS personnel that will be participating in the public education event |   | PubEd | R9.4 |  |
| The system should allow for the tracking of the Station, Shift (Platoon) and/or Unit that is participating in the public education event |   | PubEd | R9.5 |  |
| The user should be able to identify the type of public safety event that will be taking place |   | PubEd | R9.6 |  |
| There should be a visual indication as to whether or not the personnel are in service or out of service at the time of the event |   | PubEd | R9.7 |  |
| A designated user should be able to modify the list of public education event types |   | PubEd | R9.8 |  |
| Each public education session should allow the user to track the planned duration and the actual duration |   | PubEd | R9.10 |  |
| The system should allow for the tracking the number and classification of attendees, for examples: (should be modifiable) | Preschool | PubEd | R9.11.1 |  |
| The system should allow for the tracking the number and classification of attendees, for examples: (should be modifiable) | Children | PubEd | R9.11.2 |  |
| The system should allow for the tracking the number and classification of attendees, for examples: (should be modifiable) | Teens | PubEd | R9.11.3 |  |
| The system should allow for the tracking the number and classification of attendees, for examples: (should be modifiable) | Adults | PubEd | R9.11.4 |  |
| The system should allow for the tracking the number and classification of attendees, for examples: (should be modifiable) | Seniors | PubEd | R9.11.5 |  |
| The system should have a method for identifying where the public education event is taking place, for examples: (should be modifiable) | Daycare | PubEd | R9.12.1 |  |
| The system should have a method for identifying where the public education event is taking place, for examples: (should be modifiable) | School | PubEd | R9.12.2 |  |
| The system should have a method for identifying where the public education event is taking place, for examples: (should be modifiable) | Business | PubEd | R9.12.3 |  |
| The system should have a method for identifying where the public education event is taking place, for examples: (should be modifiable) | Assembly | PubEd | R9.12.4 |  |
| The system should have a method for identifying where the public education event is taking place, for examples: (should be modifiable) | Institution | PubEd | R9.12.5 |  |
| The system should have a method for identifying where the public education event is taking place, for examples: (should be modifiable) | Residential | PubEd | R9.12.6 |  |
| The system should have a method for identifying where the public education event is taking place, for examples: (should be modifiable) | Industrial | PubEd | R9.12.7 |  |
| The system should have a method for identifying where the public education event is taking place, for examples: (should be modifiable) | Mercantile | PubEd | R9.12.8 |  |
| The user should have the ability to identify any handouts or reading materials that were provided to the attendees of the event along with the quantity of the handouts |   | PubEd | R9.13 |  |
| There should be a mechanism for the user to add comments/remarks regarding the public education event |   | PubEd | R9.14 |  |
| The user should be able to document the organization that requested the public education event along with a contact name and phone number |   | PubEd | R9.15 |  |
| The system should have a way for a user to query for scheduled events they are scheduled to participate in |   | PubEd | R9.16 |  |
| The system should have a method for capturing data related to Youth Fire Setters |   | PubEd | R9.19 |  |
| The user should be able to document pertinent information about the youth for examples: (should be modifiable) | Last Name | PubEd | R9.20.1 |  |
| The user should be able to document pertinent information about the youth for examples: (should be modifiable) | First Name | PubEd | R9.20.2 |  |
| The user should be able to document pertinent information about the youth for examples: (should be modifiable) | Date of Birth | PubEd | R9.20.3 |  |
| The user should be able to document pertinent information about the youth for examples: (should be modifiable) | Address | PubEd | R9.20.4 |  |
| The user should be able to document pertinent information about the youth for examples: (should be modifiable) | Phone Number | PubEd | R9.20.5 |  |
| The user should be able to document pertinent information about the youth for examples: (should be modifiable) | Gender | PubEd | R9.20.6 |  |
| The system should provide a method for searching for previous Youth Fire Setter records based on subject information | Last Name | PubEd | R9.21.1 |  |
| The system should provide a method for searching for previous Youth Fire Setter records based on subject information | First Name | PubEd | R9.21.2 |  |
| The system should provide a method for searching for previous Youth Fire Setter records entered by users | By officer | PubEd | R9.22.1 |  |
| The system should provide a method for searching for previous Youth Fire Setter records entered by users | By date range | PubEd | R9.22.2 |  |
| The system should provide a method for tracking parent/guardian information for the youth | Should include name, contact phone number(s), relationship | PubEd | R9.23.1 |  |
| There should be a way for the user to enter multiple interactions/incidents with the youth |   | PubEd | R9.24 |  |
| Should be able to mark youth incidents records as private and restrict access to information |   | PubEd | R9.28 |  |
| The interface should allow for manual exporting of data to the CAD when requested by an end user. |   | Interfaces | R10.3 |  |
| Incoming data from the CAD system must include (but not be limited to): | Non-incident related information as it relates to unit history | Interfaces | R10.4.15 |  |
| Outgoing data from the RMS to the CAD system should include property-related information such as: | Property name | Interfaces | R10.5.1 |  |
| Outgoing data from the RMS to the CAD system should include property-related information such as: | Property alias names | Interfaces | R10.5.2 |  |
| Outgoing data from the RMS to the CAD system should include property-related information such as: | Physical property information (i.e. construction type, number of floors etc.) | Interfaces | R10.5.3 |  |
| Outgoing data from the RMS to the CAD system should include property-related information such as: | Hazards/Special instructions | Interfaces | R10.5.4 |  |
| Outgoing data from the RMS to the CAD system should include property-related information such as: | HazMat information | Interfaces | R10.5.5 |  |
| Outgoing data from the RMS to the CAD system should include property-related information such as: | Property contacts | Interfaces | R10.5.6 |  |
| Outgoing data from the RMS to the CAD system should include the property-related information listed above for any exact address match as well as any related properties |   | Interfaces | R10.6 |  |
| It should be possible for the system administrator to define the data elements that will be exported to the CAD system |   | Interfaces | R10.7 |  |
| It should be possible for the system administrator to define the information that will be imported from the CAD system to the RMS system | The administrator should be able to define where each data element from the CAD system will be stored in the RMS | Interfaces | R10.8.1 |  |
| The RMS system should be capable of receiving data from a municipal or regional property database. This should include (but not be limited to): | Property address | Interfaces | R10.9.1 |  |
| The RMS system should be capable of receiving data from a municipal or regional property database. This should include (but not be limited to): | Property name | Interfaces | R10.9.2 |  |
| The RMS system should be capable of receiving data from a municipal or regional property database. This should include (but not be limited to): | Property class | Interfaces | R10.9.3 |  |
| The RMS system should be capable of receiving data from a municipal or regional property database. This should include (but not be limited to): | Property linkages (i.e. when a Starbucks is inside of a grocery store) | Interfaces | R10.9.4 |  |
| The system should be capable of maintaining a one-way interface between the Staffing system and the RMS. This should include (but not be limited to): | First Name | Interfaces | R10.12.1 |  |
| The system should be capable of maintaining a one-way interface between the Staffing system and the RMS. This should include (but not be limited to): | Last Name | Interfaces | R10.12.2 |  |
| The system should be capable of maintaining a one-way interface between the Staffing system and the RMS. This should include (but not be limited to): | Common Name | Interfaces | R10.12.3 |  |
| The system should be capable of maintaining a one-way interface between the Staffing system and the RMS. This should include (but not be limited to): | Rank | Interfaces | R10.12.4 |  |
| The system should be capable of maintaining a one-way interface between the Staffing system and the RMS. This should include (but not be limited to): | Shift | Interfaces | R10.12.5 |  |
| The system should be capable of maintaining a one-way interface between the Staffing system and the RMS. This should include (but not be limited to): | Assignment | Interfaces | R10.12.6 |  |
| It should be possible for the system administrator to define the information that will be imported from the staffing system to the RMS system | The administrator should be able to define where each data element from the staffing system will be stored in the RMS | Interfaces | R10.13.1 |  |
| It should be possible for the RMS system to receive Personnel information from PeopleSoft | Basic personnel data  | Interfaces | R10.16.1 |  |
| It should be possible to interface with the department's financial system. They currently utilize General Dynamics. In the future they intend to migrate to PeopleSoft. | It should be possible to identify the data to be transferred in the interface from several of the modules including incidents, and inspections. For example, certain Motor Vehicle incidents, Interfacility transfers, re-inspections, permits. | Interfaces | R10.18.1 |  |
| It should be possible to interface with the department's financial system. They currently utilize General Dynamics. In the future they intend to migrate to PeopleSoft. | It should be possible to QA (confirm) data before it is sent to the interface. This would allow a designated user to ensure correct and complete information is being transferred. | Interfaces | R10.18.2 |  |
| For the purposes of upgrades, failovers and business continuity planning the RMS system should allow for either data replication or journaling to a secondary server | For the purposes of upgrades, failovers and business continuity planning the RMS system should allow for either data replication or journaling to a secondary server | Technical | R11.4.1 |  |
| The RMS should have the ability to journal or replicate the data on an alternate site or source for data mining | The RMS should have the ability to journal or replicate the data on an alternate site or source for data mining | Technical | R11.5.1 |  |
| Customized Alerts and reports | Should be able to provide multi alarm notifications system health notification (server failure notification), out of service reports, daily summary reports, and others to be defined.  | Technical | R11.8.1 |  |
| Customized Alerts and reports | Should be able to send these reports by emails, paging, or other notification method to be determined. Should be possible for the system administrator to define individuals or groups of individuals to receive this information. | Technical | R11.8.2 |  |
| RMS vendor should provide application health status alerts to facilitate SNMP monitoring or similar technology.  | RMS vendor should provide application health status alerts to facilitate SNMP monitoring or similar technology.  | Technical | R11.9.1 |  |
| The system should support importing and exporting in XML | The system should support importing and exporting in XML | Technical | R11.10.1 |  |
| The vendor should provide a multiple environment test environment | There should be at least the following database environments required - Production (LIVE), training and development | Technical | R11.20.1 |  |
| The vendor should provide sync scripts | The vendor should provide sync scripts | Technical | R11.21.1 |  |
| It should be possible to allow access to the system remotely through a secure connection | Via remote desktop services through VPN or some other secure method | Technical | R11.28.1 |  |
| Vendor solution is currently installed in departments of similar size and number of users | Vendor should be able to provide references | Corporate | R12.1.1 |  |
| Vendor should offer an extended warranty |   | Corporate | R12.5 |  |
| The vendor should provide a system database schema |   | Corporate | R12.9 |  |
| The vendor should be able to describe the different services and levels of support that are available |  | Corporate | R12.10 |  |
| The vendor should provide product release notes for the version of the software being recommended for use at the time of system implementation |  | Corporate | R12.11 |  |
| System documentation should include both user guides and system administrator guides |  | Corporate | R12.12 |  |
| The vendor should provide technical assistance with the configuration of the system |   | Corporate | R12.14 |  |
| The vendor should provide technical assistance with the implementation of the system |   | Corporate | R12.15 |  |
| System solution should be subject to an internal (vendor) QA process |   | Corporate | R12.18 |  |
| The vendor should provide implementation and project support |   | Corporate | R12.21 |  |
| Vendor must provide 7/24/365 support | The vendor should provide first, second and third level support | Corporate | R12.22.4 |  |
| Vendor must provide 7/24/365 support | The vendor should provide a web-based knowledge bank; | Corporate | R12.22.5 |  |
| Vendor should track and monitor customer submitted bugs | Tracks, monitors bugs and provides feedback to the customer | Corporate | R12.24.1 |  |
| Vendor should provide a single point of contact | The vendor should provide a single point of contact for customer supportThis should include a single project manager | Corporate | R12.25.1 |  |
|  |

| **C. Desired** | **Proponent Response (Y, C, F, 3, N)** |
| --- | --- |
| **Requirement Description** | **Requirement****Info** | **Requirement Category** | **RFQ** **Requirement Ref#** |  |
| It may be possible for a user to make use of a 'forgot password' function so that they do not need to contact technical support personnel in the event that they are unable to remember their password |   | General | R1.20 |  |
| The system should be configurable by the system administrator | Frequently Asked Questions (help files) | General | R1.21.3 |  |
| It may be preferred if it were possible that the system be configurable by the individual user so that they can define colours and fonts |   | General | R1.27 |  |
| The system should be able to represent all data retrieved in these reports and views in a variety of ways including but not limited to: | Base maps | General | R1.31.1 |  |
| The system should be able to represent all data retrieved in these reports and views in a variety of ways including but not limited to: | Charts | General | R1.31.2 |  |
| The system should be able to represent all data retrieved in these reports and views in a variety of ways including but not limited to: | Graphs | General | R1.31.3 |  |
| A unit history should be retrievable for either the most recent log on period or for a number of log on periods | The unit history may be available via CAD terminals and MWS terminals | Unit Activity | R2.3.3 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Final incident type | Incidents | R3.2.6 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Final alarm level | Incidents | R3.2.7 |  |
| The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information: | Final priority | Incidents | R3.2.8 |  |
| The system may allow a method for a senior officer, supervisor or admin staff to 'QA' incident reports submitted by a frontline officer | The system may allow for another user to confirm that a report has been filled in correctly and mark the report as confirmed or signed off | Incidents | R3.5.1 |  |
| The system may allow a method for a senior officer, supervisor or admin staff to 'QA' incident reports submitted by a frontline officer | The person performing the QA role may be able to reject a report and send it back to the submitting officer with a list of changes that need to be made | Incidents | R3.5.2 |  |
| The system may allow the user to generate a follow-up inspection if so required and link it to the incident |   | Incidents | R3.10.1 |  |
| The system may be capable of automatically receiving basic property data from any city or regional property database |   | Properties | R4.1 |  |
| Data added by a property interface may be marked as such  | i.e. 'Added by Property Interface' flag | Properties | R4.2 |  |
| The system may allow a user to manually enter a property record on an as-needed basis |   | Properties | R4.4 |  |
| The system may allow for the recording of physical building information including by not limited to: | Roof truss type | Properties | R4.7.1 |  |
| The system may allow for the recording of physical building information including by not limited to: | Construction style | Properties | R4.7.2 |  |
| The system may allow for the recording of physical building information including by not limited to: | Number of floors above grade | Properties | R4.7.3 |  |
| The system may allow for the recording of physical building information including by not limited to: | Number of floors below grade | Properties | R4.7.4 |  |
| The system may allow for the recording of pre-incident planning information including but not limited to: | Building images | Properties | R4.10.1 |  |
| The system may allow for the recording of pre-incident planning information including but not limited to: | Building plans | Properties | R4.10.2 |  |
| The system may allow for the recording of pre-incident planning information including but not limited to: | Links to external documents | Properties | R4.10.3 |  |
| A further breakdown of inspections may be possible under each inspection category so as to indicate the classification of the inspection such as business license inspection or daycare inspection etc. |   | Inspections | R5.2 |  |
| It should be possible to relate specific Inspectable items for each property based on a variety of criteria including but not limited to: | Property class | Inspections | R5.3.2 |  |
| The user may be able to enter general information about the inspection such as:  | Time In/Time Out | Inspections | R5.11.1 |  |
| The user may be able to enter general information about the inspection such as:  | Performed at Night | Inspections | R5.11.2 |  |
| The user may be able to enter general information about the inspection such as:  | Vacant Property Noted | Inspections | R5.11.3 |  |
| The user may be able to enter general information about the inspection such as:  | Secondary suite information | Inspections | R5.11.4 |  |
| There should be a mechanism for tracking career information including but not limited to: | Position held | Personnel | R6.4.3 |  |
| If someone has both a personnel record and a user account, the two may be linked |   | Personnel | R6.8 |  |
| The system may allow for tracking of external contacts in relation to the personnel. Contact information should include: | Name | Personnel | R6.11.1 |  |
| The system may allow for tracking of external contacts in relation to the personnel. Contact information should include: | Relationship | Personnel | R6.11.2 |  |
| The system may allow for tracking of external contacts in relation to the personnel. Contact information should include: | Primary phone number | Personnel | R6.11.3 |  |
| The system may allow for tracking of external contacts in relation to the personnel. Contact information should include: | Secondary phone number | Personnel | R6.11.4 |  |
| The system may allow for tracking of external contacts in relation to the personnel. Contact information should include: | Email | Personnel | R6.11.5 |  |
| The system may allow for tracking of external contacts in relation to the personnel. Contact information should include: | Secondary email | Personnel | R6.11.6 |  |
| It may be possible to upload pre-package content purchased by WFPS  | Could be multimedia content or PowerPoint or pdfs | Training | R7.9.1 |  |
| The system may allow for unlimited storage for training materials | Ability to store training material on an ongoing basis  | Training | R7.10.1 |  |
| The system may allow for unlimited storage for training materials | Library of training information | Training | R7.10.2 |  |
| The designated user may be able to define time periods for reminder notifications associated to due dates and expiring certifications |   | Training | R7.11 |  |
| The system administrator may be able to create certifications and identify which lessons and/or programs should be required for a certification to be achieved |   | Training | R7.15 |  |
| Each training session may have the option to include the expected duration and the actual duration |   | Training | R7.17 |  |
| Notification may be sent to the trainees that a training session has been scheduled | Notifications would ideally be done through standard emails | Training | R7.22.1 |  |
| When scheduling a training session, it should be possible book the following: | Training rooms/locations | Training | R7.23.1 |  |
| When scheduling a training session, it should be possible book the following: | Training equipment | Training | R7.23.2 |  |
| A calendar of all training sessions viewable by users with the appropriate security may be desired | It may be desired that the training section be able to track training sessions, vacations and other data on a single calendar to allow for easy scheduling | Training | R7.25.1 |  |
| When a user is assigned to a training session they may be notified of the training session | Ideally by email with a pre-defined summary of the training session expectations (for example: session objective, minimum evaluation mark expected, evaluation method) | Training | R7.27.1 |  |
| When a user is assigned to a training session they may be notified of the training session | This pre-defined summary may be defined when the training session is initially created by the designated user | Training | R7.27.2 |  |
| The system may allow for an option to have certifications to be automatically assigned when all criteria is met |   | Training | R7.28 |  |
| The system may allow for certifications to be expired based on pre-defined criteria |   | Training | R7.29 |  |
| Certifications may be able to be expired based on one or more lessons requiring re-training |   | Training | R7.30 |  |
| The system may notify a personnel when a certification is about to expired | The system administrator may be able to identify the time period prior to certification expiration when the personnel should be notified | Training | R7.31.1 |  |
| The system may notify a personnel when a certification is about to expired | Through automated notification via email with pre-defined message | Training | R7.31.2 |  |
| The system may be configurable to allow for a pre-defined certificate of completion for a training session  | Should be printable or pdf | Training | R7.32.1 |  |
| Data elements for evaluation records may be able to be displayed or not displayed to the user for each course | For example the competency reference may not be necessary | Training-Preceptor | R8.27.1 |  |
| It may be possible to define a class within a course  |   | Training-Preceptor | R8.31 |  |
| Within the class it may be possible to associate users with different roles | Roles would include things like student, preceptor, instructors | Training-Preceptor | R8.32.1 |  |
| Classes may be associated to users and courses |   | Training-Preceptor | R8.33 |  |
| The system should allow for messaging  | The system may not allow direct messaging communication between preceptors | Training-Preceptor | R8.39.2 |  |
| The system may send a notification to the student and the preceptor when a mark is deleted |   | Training-Preceptor | R8.44 |  |
| The system may have the ability to restore a deleted mark |   | Training-Preceptor | R8.45 |  |
| The system may be able to identify "students" within the EMS roster (through a colour coded scheme) |  | Training-Preceptor | R8.51 |  |
| The system may be able to book reoccurring tours in the EMS roster  |   | Training-Preceptor | R8.52 |  |
| The system may have a method for identifying whether a public education event is being performed by a Pub Ed officer, Operations staff, or other resources such as HR or summer students |   | PubEd | R9.9 |  |
| If possible, the system may send a notification to a user when they have been scheduled to participate in a public education event |   | PubEd | R9.17 |  |
| May be possible to link a Public Education event to an individual property record. |   | PubEd | R9.18 |  |
| The system should provide a method for searching for previous Youth Fire Setter records based on subject information | Address | PubEd | R9.21.3 |  |
| The system should provide a method for searching for previous Youth Fire Setter records based on subject information | Guardian | PubEd | R9.21.4 |  |
| For each Youth Fire Setter record, there must be a section to capture incident details including (but not limited to): | CAD incident number (if exists) | PubEd | R9.27.2 |  |
| Incoming data from the CAD system must include (but not be limited to): | Final incident type | Interfaces | R10.4.4 |  |
| The RMS system should be capable of receiving data from a municipal or regional property database. This should include (but not be limited to): | Property references | Interfaces | R10.9.5 |  |
| The RMS system should be capable of receiving data from a municipal or regional property database. This should include (but not be limited to): | Associated business licenses | Interfaces | R10.9.6 |  |
| The RMS system should be capable of receiving data from a municipal or regional property database. This should include (but not be limited to): | Construction information (i.e. roof truss type, wall construction) | Interfaces | R10.9.7 |  |
| The RMS system should be capable of receiving data from a municipal or regional property database. This should include (but not be limited to): | Levels above grade | Interfaces | R10.9.8 |  |
| The RMS system should be capable of receiving data from a municipal or regional property database. This should include (but not be limited to): | Levels below grade | Interfaces | R10.9.9 |  |
| It may be possible for the system administrator to define the information that will be imported from the property database to the RMS system | The administrator may be able to define where each data element from the property database will be stored in the RMS | Interfaces | R10.10.1 |  |
| The system may be capable of maintaining a one-way interface between the Zoll ePCR system and the RMS | The administrator may be able to define where each data element from the ePCR system will be stored in the RMS | Interfaces | R10.11.1 |  |
| The system may be capable of a one-way interface with the Pre-Incident Plan program already procured by WFPS (First Look Pro) |   | Interfaces | R10.14 |  |
| Data transferred from the RMS to the First Look Pro application may include (but not be limited to): | Property address | Interfaces | R10.15.1 |  |
| Data transferred from the RMS to the First Look Pro application may include (but not be limited to): | Property name | Interfaces | R10.15.2 |  |
| Data transferred from the RMS to the First Look Pro application may include (but not be limited to): | Property class | Interfaces | R10.15.3 |  |
| Data transferred from the RMS to the First Look Pro application may include (but not be limited to): | Property linkages (i.e. when a Starbucks is inside of a grocery store) | Interfaces | R10.15.4 |  |
| Data transferred from the RMS to the First Look Pro application may include (but not be limited to): | Property references | Interfaces | R10.15.5 |  |
| Data transferred from the RMS to the First Look Pro application may include (but not be limited to): | Associated business licenses | Interfaces | R10.15.6 |  |
| Data transferred from the RMS to the First Look Pro application may include (but not be limited to): | Construction information (i.e. roof truss type, wall construction) | Interfaces | R10.15.7 |  |
| Data transferred from the RMS to the First Look Pro application may include (but not be limited to): | Levels above grade | Interfaces | R10.15.8 |  |
| Data transferred from the RMS to the First Look Pro application may include (but not be limited to): | Levels below grade | Interfaces | R10.15.9 |  |
| The system may be capable of ODBC compatibility | The system may be capable of ODBC compatibility | Technical | R11.7.1 |  |
| The vendor may provide the source code, with annual updates | The vendor may provide the source code, with annual updates | Technical | R11.11.1 |  |
| The vendor may provide load test scripts | Load simulation and timing mechanisms | Technical | R11.18.1 |  |
| The vendor may provide a proven methodology for source code management of configuration | The vendor may provide a proven methodology for source code management of configuration | Technical | R11.22.1 |  |
| The vendor may provide a method of propagating mobile workstations and client desktops | The vendor may provide a method of propagating mobile workstations and client desktops | Technical | R11.23.1 |  |
| Cancelling hung processes | The RMS team may have the ability and access to kill hung processes | Technical | R11.24.1 |  |
| Cancelling hung processes | The user may have the ability to stop a query in the event that the query was too large or incorrect and could hang the system | Technical | R11.24.2 |  |
| Vendor may support/provide a user conference | Vendor may support/provide a user conference | Corporate | R12.6.1 |  |
| Vendor may support/provide a Canadian user conference | Vendor may support/provide a Canadian user conference | Corporate | R12.7.1 |  |
| Vendor may support a regional user conference | Vendor may support a regional user conference | Corporate | R12.8.1 |  |
| The vendor may provide system test plans | User Acceptance Test Plan | Corporate | R12.13.1 |  |
| The vendor may provide system test plans | Regression Test Plan | Corporate | R12.13.2 |  |
| A predefined process and associated expected timelines for trouble resolution may be provided |   | Corporate | R12.16 |  |
| The vendor may provide user-level training in a train-the-trainer format |   | Corporate | R12.20 |  |
| Vendor must provide 7/24/365 support | Users may be able to post information/issues to the web-based bank | Corporate | R12.22.6 |  |
| The vendor may provide a file transfer site;  |   | Corporate | R12.23 |  |
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