

| <b>GENERAL</b>          |             |   |                           |  |   |
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| <b>Section</b>          | <b>Item</b> | <b>User Requirement</b>   |                           | <b>Definition/Test</b>   | <b>Mandatory/<br/>Non-<br/>Mandatory/<br/>Desired</b> |
| <b>General</b>          | S1.1        | Staffing system must track staffing for all sections (areas) of the WFPS.   |                           |  | Mandatory   |
|                         | S1.2        | Staffing system must allow for tracking of different categories of employees  | 1                         | Exempt, Fire, EMS, Dispatch, support staff, hourly vs salary, part-time, full-time, on-call rotation (w/guaranteed # of  | Mandatory   |
|                         | S1.3        | Staffing system must allow for independent scheduling and tracking of different union contract rules and  | 1                         | Each section has separate staffing protocols   | Mandatory   |
|                         | S1.4        | Staffing system should be a single source of data entry wherever  | 1                         | Users should not have to enter information multiple times in the system.   | Non-Mandatory   |
|                         | S1.5        | Must maintain compliance with federal and provincial labour laws, collective bargaining agreements, and other organization policies ensuring  |                           |  | Mandatory   |
|                         | S1.6        | System should have an undo feature so that users are able to undo any changes they have made. This would be similar to the undo function found in other business applications such as Windows or Excel. | 1                         | If a change is made to a staff member schedule in error then the user should be able to undo the change. There should be no time limit on when a change can be made to a staff schedule by an administrator. | Non-Mandatory   |
|                         | S1.7        | The system should provide a function that allows testing to verify business rule accuracy and effect prior to   |                           |  | Non-Mandatory   |
| <b>Data definitions</b> | S1.8        | The system may allow for multiple jurisdiction configuration  |                           |  | Desired   |
|                         | S1.9        | Should be able to define organization or departments.   |                           |  | Non-Mandatory   |
|                         | S1.10       | Should be able to define units within an organization or department.  |                           |  | Non-Mandatory   |
|                         | S1.11       | Must be able to define different shift patterns within an organization or department.   | 1                         | Exempt work Mon - Fri  | Mandatory   |
|                         |             |   | 2                         | Operational staff work 4 on 4 off  | Mandatory   |
|                         |             |   | 3                         | Must be able to define reoccurring shift schedules with a tool similar to the Outlook reoccurring appointment tool.  | Mandatory   |
|                         |             |   | 4                         | Create a part-time shift pattern with a rotational cycle to be defined by the system administrator   | Mandatory   |
|                         |             |   | 5                         | Must be able to define multiple rotational cycles based on pre-defined criteria  | Mandatory   |
|                         | S1.12       | Should be able to define an unlimited number of shift patterns within the   | 1                         | Shift patterns may be related to permanent shift or ad-hoc shift   | Non-Mandatory   |
|                         | S1.13       | Each unit should be able to have its own set of business rules defined.   | 1                         | Fatigue rules  | Non-Mandatory   |
| 2                       |             |   | How overtime is assigned. | Non-Mandatory  |   |

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|                | S1.14       | Each business rule should have fields to allow for the tracking of Effective Start Date and Effective End Date. The start date would be utilized to show when the rule takes effect and the end date would indicate the date that the rule was retired. | 1 This will allow for changes to be made in advance and take effect on a specific date (for example when a new contract comes into effect)<br>It should be possible to enter a start date and leave the end date blank until the end date is known (for example contracts can be extended or carried forward during negotiations) | Non-<br>Mandatory                                     |
|                | S1.15       | The system must allow the City to create and edit business rules to govern all scheduling and leave issues applicable to full and part-time personnel and civilian personnel in   |   | Mandatory   |
|                | S1.16       | The system must allow user-defined and editable business rules to govern leave policies, set schedules, set staffing levels, fill vacancies, handle off-duty work schedules, call out for specialty units, and other types of                           |   | Mandatory   |
|                | S1.17       | The system should provide a means to update and modify existing business rules, collective bargaining rules, and operating protocols and to schedule its implementation based on  |   | Non-<br>Mandatory                                     |
|                | S1.18       | Should be able to assign colour code to specific shifts defined in the system   | 1 WFPS has a colour code system today and can be provided.  | Non-<br>Mandatory                                     |
|                | S1.19       | Should be able to define positions within each organization or unit   |   | Non-<br>Mandatory                                     |
|                | S1.20       | Should be able to associate requirements, criteria or capabilities  |   | Non-<br>Mandatory                                     |
|                | S1.21       | May be able to associate an agency defined position number to a defined   |   | Desired   |
|                | S1.22       | May be able to assign a person to a defined position (and position id).   | 1 This would be the person's permanent spot (until the next staff alt).   | Desired   |
|                | S1.23       | May be able to track the history for each position numbers  |   | Desired   |
|                | S1.24       | May be nice if the system was able to track multiple position numbers for   |   | Desired   |
|                | S1.25       | Should be able to define "bank" amounts that can be carried over to the next year.  | 1 This includes personnel vacation banks, gratuity banks, etc. Fire doesn't carry over banks Paramedic carry over some banks but have different rules for   | Non-<br>Mandatory                                     |
|                | S1.26       | It must be possible to define payroll codes to be used in tracking  |   | Mandatory   |
|                | S1.27       | It should be possible to define sub codes for payroll codes   | 1 Record an Overtime payroll code with a sub-code that represents the reason for the overtime.  | Non-<br>Mandatory                                     |
|                |             |   | 2 Record miscellaneous code with a sub-code for specific reason   | Non-<br>Mandatory                                     |
|                | S1.28       | It should be possible to require the use of sub codes with certain payroll codes.   | 1 For example if the payroll code of OT is used, a sub code would be a mandatory field.   | Non-<br>Mandatory                                     |

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|                  | S1.29  | The system should allow an unlimited number of user-defined working and non-working codes and sub codes.  |   | Non-<br>Mandatory   |                   |
|                  | S1.30  | The system should allow the system administrator to create pick lists and shift patterns along with other required system information fields                            |   | Non-<br>Mandatory   |                   |
|                  | S1.31  | The system administrator should be able to define the retention period for  |   | Non-<br>Mandatory   |                   |
|                  | S1.32  | System should allow for archiving system data.  |   | Non-<br>Mandatory   |                   |
|                  | S1.33  | System should prevent users from one agency accessing data for another agency unless authorized   |   | Non-<br>Mandatory   |                   |
|                  | S1.34  | System's reporting feature should prevent users from one agency accessing data for another agency   |   | Non-<br>Mandatory   |                   |
|                  | S1.35  | System should allow certain data and/or functionality to be shared across agencies e.g. scheduling rules, calendars, etc. based on configurations defined by the system |   | Non-<br>Mandatory   |                   |
|                  | S1.36  | System should allow for each agency to have their own staffing rules based on their own collective agreements   |   | Non-<br>Mandatory   |                   |
|                  | S1.37  | System should allow for an unlimited number of rules  |   | Non-<br>Mandatory   |                   |
|                  | S1.38  | System should allow for the definition and scheduling of holidays recognized in the various contracts.  |   | Non-<br>Mandatory   |                   |
|                  | S1.39  | It should be possible to assign holidays to pre-defined shift patterns.   | 1<br>Holidays recognized by unions may differ, so it is important that the system be flexible enough to linked to some employees but not all.             | Non-<br>Mandatory   |                   |
| <b>Personnel</b> | S1.40  | Should be able to track multiple date milestones for each employee such as hire date versus start date versus   |   | Non-<br>Mandatory   |                   |
|                  | S1.41  | May be able to track the history of positions held by each employee   |   | Desired   |                   |
|                  | S1.42  | Should be able to associate skills/qualifications with each employee. Skills are then utilized to match employees to positions.   | 1   | Would be good if this could be added in from the hire date start.           | Non-<br>Mandatory |
|                  |  |   | 2   | It should be possible for designated users to modify skills associated to a | Non-<br>Mandatory |
|                  | S1.43  | Skills/qualifications may be visible when a user is recommended for a   |   |   | Desired           |
| S1.44            | It may be possible for an employee to temporarily suspend skills/qualifications based on pre-defined business rules. | 1   | For example, an employee may not be able to act in a senior capacity for a period of time. As a result they should be temporarily removed from the acting | Non-<br>Mandatory   |                   |

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|                | S1.45          | Should be able to capture and maintain various predefined time banks for each employee.   | 1  | Time banks include:<br>Gratuity<br>Vacation<br>Statutory holidays<br>Sick  | Non-Mandatory   |
|                | S1.46          | Employee should be able to track all their time including Overtime, acting time, stat time, etc. (historical and future)  | 1  | Employee should be able to run a report and have a dashboard view of this type of information. Acting time relates to promotional qualifications and therefore must be tracked properly. | Non-Mandatory   |
|                |                |   | 2  | Should be available in a calendar view   | Non-Mandatory   |
|                | S1.47          | Should be able to track the history of all return to work or modified duty events for an employee.  | 1  | Would like a notification to go to the supervisor when the DTA is in place and when it ends.   | Non-Mandatory   |
|                | S1.48          | Should be able to mark an employee unavailable and associate the appropriate unavailable code (payroll code).   | 1  | Should be able to record appropriate payroll code to the status (long term sick, WCB, return to work, etc.).   | Non-Mandatory   |
|                |                |   | 2  | Unavailable status should be visible in all views so it is easily seen by all users.   | Non-Mandatory   |
|                |                |   | 3  | Status should have an optional expiry date field which if used would change the user back to available status on the specified date.   | Non-Mandatory   |
|                | S1.49          | System should be capable of allowing users to electronically submit requests for use of accrued leave including anticipated accruals for vacation and holiday as well as notice |  |  | Non-Mandatory   |
|                | S1.50          | Employee should be able to modify their personal information and notification preferences through a   |  |  | Non-Mandatory   |
|                | <b>Payroll</b> | S1.51   | Should have the ability for supervisor to sign off on absence and/or attendance records. | 1  | Absences must be signed by supervisor.                |
| 2              |                |   |  | Acting pay must be signed by supervisor.   | Non-Mandatory   |
| S1.52          |                | Overtime should be signed off by appropriate personnel.   |  |  | Non-Mandatory   |
| S1.53          |                | Acting time should signed off by supervisor and coded appropriately.  |  |  | Non-Mandatory   |
| S1.54          |                | May be possible to capture electronic signatures for sign off   |  |  | Desired   |
| S1.55          |                | It must be possible to assign payroll (status) codes and associate them to each shift personnel work  | 1  | Be able to associate codes such as:<br>a) regular time<br>b) overtime pay<br>c) overtime banked<br>d) WCB<br>e) Sick paid by union<br>See full payroll code spreadsheet.                 | Mandatory   |
| S1.56          |                | Should be able to track the balance of Stat holidays on an ongoing basis to ensure it levels out over the course of   | 1  | See rules around stat days and short term or maternity leave time as this impacts the allotment of hours in the  | Non-Mandatory   |

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| <b>Staffing levels</b> | S1.57  | Must be able to define a minimum staffing level for each hall and area.  |   |  | Mandatory   |
|                        | S1.58  | Must be able to define a minimum staffing level for each hall and each shift and area separately   | 1 | Each hall could have a different minimum staffing level for each shift based on operational needs.   | Mandatory   |
|                        | S1.59  | Must be able to define a minimum staffing level for each hall for time of day (day shift vs. night shift) and each type of unit.             | 1 | Each hall could have a different minimum staffing level for each shift based on time of day (day/night). This also needs to take into consideration  | Mandatory   |
|                        | S1.60  | Must be able to define a minimum staffing level for each District Chief Area which must correspond (incorporate) the minimum staffing        |   |  | Mandatory   |
|                        | S1.61  | Should have option to define staffing levels for each unit type assigned to a  |   |  | Non-Mandatory   |
|                        | S1.62  | Should be able to assign criteria/qualifications to each position  |   |  | Non-Mandatory   |
|                        | S1.63  | Should be able to manage a single crew being able to be assigned to 2  |   |  | Non-Mandatory   |
|                        | S1.64  | It should be possible to define a position as mandatory or optional  |   |  | Non-Mandatory   |
|                        | S1.65  | Optional positions may be able to be prioritized to represent the order they are to be filled in.  | 1 | Minimum staffing positions should be marked as mandatory.<br>All positions above minimum should have the option to define the order in which they are to be filled once minimum staffing levels are met. | Desired   |
|                        | S1.66  | Should allow the user to assign a specific # of hours that a person is allowed to work so that a warning is presented when they are going to |   |  | Non-Mandatory   |
|                        | S1.67  | Should be able to create ad-hoc overtime shifts for special events   |   |  | Non-Mandatory   |
|                        | S1.68  | Should be able to identify overtime shifts which are billable or included in   |   |  | Non-Mandatory   |
|                        | S1.69  | Should be able to create ad-hoc shifts to record shifts being worked by employees on return to work or                                       |   |  | Non-Mandatory   |
|                        | S1.70  | Should be possible to track "on call" personnel.   |   |  | Non-Mandatory   |
|                        | S1.71  | Must alert user when staffing levels fall below requirements ensuring proper coverage is maintained  |   |  | Mandatory   |
|                        | S1.72  | Alerts must be available to notify schedulers of shortages in specialties  |   |  | Mandatory   |
|                        | S1.73  | May allow employees to indicate the days, shifts, or events in which they are available to work extra (O/T)                                  |   |  | Desired   |
| S1.74                  | Should be able to record employee vacation time in the schedule in |  |   | Mandatory  |   |

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|                             | S1.75       | Authorized users should have the ability to create requests for personnel with specific skills sets to be seconded or temporarily allocated                | 1 | For example, the training section should be able to request instructors or Acting Training Officers for training classes. It should be possible to schedule these in                    | Non-Mandatory   |
|                             | S1.76       | Schedules should be viewable for at least 24 months in advance   |   |   | Non-Mandatory   |
| <b>Staffing changes</b>     | S1.77       | Should be able to alter employee's permanent position as required  | 1 | Staff movements are required on an ongoing basis due to retirements, promotions and other staff changes.  | Non-Mandatory   |
|                             | S1.78       | The date of the transfer should be definable by the agency.  |   |   | Non-Mandatory   |
|                             | S1.79       | Should be able to adjust staffing (ad-hoc) based on pre-defined business   |   |   | Non-Mandatory   |
|                             | S1.80       | It should be possible to define business rules for retraining requirements if an employee has not been assigned to a position for a defined period of time | 1 | For example, if an employee has not worked in a Suppression position for more than 6 months, they must receive sign off from Training before being able to work in Suppression.         | Non-Mandatory   |
|                             | S1.81       | Should have the ability supervisor to sign off on staffing changes.  |   |   | Non-Mandatory   |
|                             | S1.82       | It should be possible to mark a position/employee or group of employees as not available for   | 1 | When training is scheduled, an employee may be marked as "Do Not Move" to accommodate the training.   | Non-Mandatory   |
| <b>View staffing levels</b> | S1.83       | Should be able to view the minimum staff number defined for each hall  | 1 | Each hall has a minimum staffing levels. This number should be visible to defined user levels.  | Non-Mandatory   |
|                             | S1.84       | Should be able to view the minimum staff number defined for each hall and  |   |   | Non-Mandatory   |
|                             | S1.85       | Should be able to view the minimum staff number defined for each hall for  |   |   | Non-Mandatory   |
|                             | S1.86       | Should be able to view the current staffing levels for each hall and shift   |   |   | Non-Mandatory   |
|                             | S1.87       | Should be able to view the minimum staff for each District Area  |   |   | Non-Mandatory   |
|                             | S1.88       | Should be able to view the total strength assigned to each hall and shift accounting for all staff   |   |   | Non-Mandatory   |
|                             | S1.89       | Should be able to view all positions for each District Area or EMS district  |   |   | Non-Mandatory   |
|                             | S1.90       | Should be able to view all officer positions for all halls   |   |   | Non-Mandatory   |
|                             | S1.91       | Should be able to view all officer positions for each District area  |   |   | Non-Mandatory   |
|                             | S1.92       | Should be able to view all officer positions by shift and hall or  |   |   | Non-Mandatory   |
|                             | S1.93       | Should be able to create a view of the personnel qualified to "act" in a senior capacity.  | 1 | View should be able to be shown for the whole department, an organization/department, shift or other criteria. Must be able to decline to act in a senior capacity on a one-year basis. | Non-Mandatory   |

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|                                  | S1.94       | Should be able to filter the view of the personnel qualified to 'act' in a senior capacity by single or multiple criteria so that the user can see only acting D/Cs or only acting Captains etc. | 1<br>Filter by the one or more of the following criteria:<br>a) Organizational unit<br>b) Acting capacity<br>c) Shift<br>d) Seniority   | Non-<br>Mandatory                                     |
|                                  | S1.95       | Should be able to create a view to show upcoming vacations   | 1<br>View should be able to be shown for the whole department, an organization/department, shift or other criteria.<br>This is also a view that could be applied to an individual user.   | Non-<br>Mandatory                                     |
|                                  | S1.96       | Supervisors should be able to view all requests for leave using defined  | 1<br>View should be able to be shown for the supervisors assigned staff members.  | Non-<br>Mandatory                                     |
|                                  | S1.97       | Should be able to view schedules of all employees with defined qualifications or skills by single or multiple criteria.  | 1<br>Filter by the one or more of the following criteria:<br>a) Organizational unit<br>b) Acting capacity<br>c) Shift<br>d) Seniority<br>e) Specialty (qualification/skill)   | Non-<br>Mandatory                                     |
|                                  | S1.98       | Supervisors may be able to view an employee's planned schedule versus  |   | Desired   |
|                                  | S1.99       | Should be able to view schedules of all employees with the qualification Acting Training Officers and  |   | Non-<br>Mandatory                                     |
| <b>Shift Trades/<br/>Subbing</b> | S1.100      | Should allow for employees to trade shifts based on predefined business  |   | Non-<br>Mandatory                                     |
|                                  | S1.101      | Shift trades may involve 2 or more employees and all related trades should be tracked. All exchanges should be recorded with the   |   | Non-<br>Mandatory                                     |
|                                  | S1.102      | Shift trades on Statutory holidays should be flagged so that the payroll is able to adjust any stat pay for all  |   | Non-<br>Mandatory                                     |
|                                  | S1.103      | The system should record and display all employees included in the shift trade (who was scheduled to work, as well as the actual person who worked)  | 1<br>Would be good if the system could alert if someone from the shift trade is booked off sick ahead of time. Would like a flag for the Platoon Chief of the shift that the person belongs to which would indicate that a sick note is | Non-<br>Mandatory                                     |
|                                  | S1.104      | Should be able to track all time earned or owed outside regular work   |   | Non-<br>Mandatory                                     |
|                                  | S1.105      | Earned time must be used by the end of each year. The system should provide ongoing alerts or notifications regarding status of earned and owed  | 1<br>365 days from the first shift in the trade.  | Non-<br>Mandatory                                     |
|                                  | S1.106      | The system should allow for the users to perform private shift trades  | 1<br>A private trade occurs when a trade happens directly between 2 or more people. Must be based on  | Non-<br>Mandatory                                     |

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|                            | S1.107      | The system may allow for the users to post for public shift trades  | 1 A public trade occurs when someone is unable to find another employee to trade with. This feature should allow the user to post the trade for any appropriate resource to accept. Must be based on | Desired  |               |
| <b>Vacation Assignment</b> | S1.108      | Staff allocation of vacation should be managed within the scheduling  |  | Non-Mandatory  |               |
|                            | S1.109      | It should be possible to allocate staff vacations on an annual basis based on predefined business rules.                                  |  | Non-Mandatory  |               |
|                            | S1.110      | It may be possible for the employees to request vacation time on an annual basis based on predefined business                             |  | Desired  |               |
|                            | S1.111      | Employees, vacation requests should be placed in a "pending" type status when initiated pending approval by                               |  | Non-Mandatory  |               |
|                            | S1.112      | Employees, vacation requests should be approved by person in authority  |  | Non-Mandatory  |               |
|                            | S1.113      | The system should allow for vacation bidding based on defined business  |  | Non-Mandatory  |               |
|                            | S1.114      | The system should allow users to trade vacation spots based on  |  | Non-Mandatory  |               |
|                            | S1.115      | When annual leave entitlements have been assigned to a member, the system should have a mechanism for alerting the member of the assigned |  | Non-Mandatory  |               |
| <b>Vacancies</b>           | S1.116      | Employee should be able to record a "book off" when they are unavailable  |  | Non-Mandatory  |               |
|                            | S1.117      | When booked off, the employee should be able to record a "book back" when they become available to  |  | Non-Mandatory  |               |
|                            | S1.118      | Both the book off and book back processes should be able to be  |  | Non-Mandatory  |               |
|                            | S1.119      | When an employee books off or on, specific data should be captured  | 1 Type of leave, reason for leave (i.e. if a family illness - whom it is related to - mother, wife, child etc.)  | Non-Mandatory  |               |
|                            | S1.120      | Notifications of all book off/ons should be sent to designated supervisory personnel.   | 1  | Employee's immediate supervisor must be notified.                              | Non-Mandatory |
|                            |             |   | 2  | It should be possible to turn notifications on or off on a case by case basis. | Non-Mandatory |
|                            | S1.121      | May be able to associate an alpha-numeric payroll code to the employee associated to the permanent position                               |  | Desired  |               |
|                            | S1.122      | Should have a notes field where information related to the vacancy can be captured (the reason the  | 1  | Free form text to make appropriate notes of vacancy.                           | Non-Mandatory |
|                            | S1.123      | All requests for time off submitted by an employee should be approved by an authorized user (supervisor)                                  |  | Non-Mandatory  |               |
|                            | S1.124      | A supervisor should be able to accept or reject a request for leave. A field should be present for supervisor to                          |  | Non-Mandatory  |               |



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|   | S1.125      | Clicking on a request in the request queue should take the user to the specific day so they can determine staffing levels and approve/deny the | 1<br>Would like a warning to be generated if leave request is going to require OT to fill.<br>Would like a warning to be generated it  | Non-Mandatory                                    |
|   | S1.126      | System should automatically track time off requests that have been approved and notify attendance and  |  | Non-Mandatory                                    |
|   | S1.127      | Should be able to create ad-hoc schedules for personnel on Return to   |  | Non-Mandatory                                    |
|   | S1.128      | Should be able to restrict Return to work shifts based on criteria provided through the Return to work process.                                |  | Non-Mandatory                                    |
|   | S1.129      | Should be able to define the appropriate business rules to determine if a vacancy can be left open or must be filled.                          | 1<br>Criteria is different for each organization/department. Need to be able to override this if a vacancy occurs in the middle of the night etc.  | Non-Mandatory                                    |
|   | S1.130      | Vacancies in the schedule should be presented to the user in a clear and   | 1<br>Should be colour coded with a number that shows how many short.   | Non-Mandatory                                    |
|   | S1.131      | User should be able to view the criteria for a specific vacancy  |  | Non-Mandatory                                    |
|   | S1.132      | When filling a vacancy, the user should be able to view a recommendation for the replacement staff member based on predefined                  |  | Non-Mandatory                                    |
|   | S1.133      | Recommendation may include a minimum of 5 personnel displayed in order of recommendation based on  |  | Desired  |
|   | S1.134      | When recommendations are presented, it should be possible to see any cascade effect of selecting the recommended employee.                     | 1<br>By seeing the "knock-on" impact of selecting the recommended employee the scheduler has the ability to view any vacancies created and weigh out the most desirable action and "what if" | Non-Mandatory                                    |
|   | S1.135      | User should be able to manually accept the desired personnel from the  |  | Non-Mandatory                                    |
|   | S1.136      | User should be able to override the recommendation and manually select different appropriate resource.<br>Should include:                      | 1<br>Optional confirmation pop-up, configurable by the administrator - confirming the user wants to override the system recommendations,   | Non-Mandatory                                    |
| 2<br>Audit trail showing the original recommendations, the manual override, user name, time and date. |             |  | Non-Mandatory  |  |
| 3<br>A visual indication that the vacancy was filled with an override of the recommendation provided. |             |  | Non-Mandatory  |  |
|   | S1.137      | The system should maintain an audit trail of all rules used to fill vacancies.   |  | Non-Mandatory                                    |
|   | S1.138      | Users should be able to run a query to display only the vacancies for specific criteria including capabilities,                                |  | Non-Mandatory                                    |
|   | S1.139      | Should be able to identify a fill-in of a position as billable or included in  |  | Non-Mandatory                                    |

| <b>GENERAL</b> |             |   |  |   |
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| <b>Section</b> | <b>Item</b> | <b>User Requirement</b>   | <b>Definition/Test</b>   | <b>Mandatory/<br/>Non-<br/>Mandatory/<br/>Desired</b> |
|                | S1.140      | When reassigned from their primary position to cover another vacancy, it should be possible for the scheduler to mark that user as available for instances where they may be required | 1<br>Would like the system to provide feedback to the users for total number of hours in a year (hours owed, time off owed etc.) when adjusting schedules from 4/4 to 5/2 etc.                                     | Non-Mandatory   |
|                | S1.141      | It should be possible for defined users to revise a schedule after the shift has  |  | Non-Mandatory   |
| <b>Reports</b> | S1.142      | It should be possible to run a ad-hoc or scheduled report to display all of the employees in return to  |  | Non-Mandatory   |
|                | S1.143      | Report requirement - # of hours a light or modified duty person is working to ensure they are working   |  | Non-Mandatory   |
|                | S1.144      | Reporting requirement - list of secondments, where they come from   |  | Non-Mandatory   |
|                | S1.145      | Reporting requirement - should be able to provide a report of persons that work for someone who has run   |  | Non-Mandatory   |
|                | S1.146      | Reporting requirement - should be able to provide a report of time owed   |  | Non-Mandatory   |
|                | S1.147      | Users should be able to display a daily "duty roster" style report.   | 1<br>User should be able to define criteria for report, such as:<br>a) District area<br>b) Halls<br>c) Halls broken down by apparatus including vehicle information<br>d) Specialty Teams<br>e) Scheduled Training | Non-Mandatory   |
|                | S1.148      | Duty reports should contain a visual indication of any specialty skill sets for   |  | Non-Mandatory   |
|                | S1.149      | Should have the ability to report all work at defined pay codes based on specific criteria  | 1<br>Criteria could include:<br>a) Date Range<br>b) Organizational Unit<br>c) District Area  | Non-Mandatory   |
|                | S1.150      | Should have the ability to report all work at defined pay rates based on specific criteria  | 1<br>Criteria could include:<br>a) Date Range<br>b) Organizational Unit<br>c) Battalion Area   | Non-Mandatory   |
|                | S1.151      | Should have the ability to run report on specific individuals to view their   | 1<br>Should include the option for date range in the query   | Non-Mandatory   |
|                | S1.152      | Daily report to show all personnel who have booked off with the   |  | Non-Mandatory   |
|                | S1.153      | Daily report to show all personnel who have booked on with the associated payroll code for the book   |  | Non-Mandatory   |

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|                | S1.154      | Report to represent all officer movements (equivalent to the current Pool Posting).  | 1                      | May contain the following information at a minimum:<br>a) Rank<br>b) Name<br>c) Hall<br>d) Shift<br>e) Moved to:<br>f) Moved From:<br>g) Reason  | Desired           |
|                |             |  | 2                      | List may be sorted by seniority  | Desired           |
|                |             |  | 3                      | May group the "to" moves first and then the "from" moves.  | Desired           |
|                | S1.155      | Should be able to produce a report showing time in a specialty position  | 1                      | This could include time in positions such as Acting Training Officer, Instructor, HAZMAT, Tech Rescue etc.   | Non-<br>Mandatory |
|                | S1.156      | Should be able to produce a report for each employee or a group of employees showing the history of each position held including time in each position | 1                      | As part of the staffing alterations, the time in position is utilized to determine if staff reallocations should occur. This report is also used when reviewing employees' career development. | Non-<br>Mandatory |
|                | S1.157      | Report to represent all scheduled vacations.   | 1                      | Should be able to narrow the report based on defined criteria such as:<br>a) Time/date<br>b) Hall<br>c) Organization/Department<br>d) Battalion Area   | Non-<br>Mandatory |
|                | S1.158      | Should be able to produce a report showing overtime for a specific employee or group of employees.   | 1                      | For example, a report showing all the overtime accumulated for employees in the FPO office as this is used to determine how overtime is allocated.   | Non-<br>Mandatory |
|                | S1.159      | Overtime report should be able to include the daily totals for a specific period of time as well as the overall  |                        |  | Non-<br>Mandatory |
|                | S1.160      | Should be able to create a dashboard type report for supervisors and other designated users to show specific benchmarks for the employees they         | 1                      | For example, a report that shows:<br>Current Overtime totals<br>Absences<br>Vacations  | Non-<br>Mandatory |
|                | S1.161      | Each user should be able to create a dashboard type report to show specific benchmarks for themselves.   |                        | For example, a report that shows:<br>Current Overtime totals<br>Absences<br>Vacations  | Non-<br>Mandatory |

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|                   | S1.162      | Users should have the ability to (at a minimum) collect and report out specific pieces of information which are required by the payroll system. | a) Payroll Code<br>b) Code Description<br>c) Reason sub code<br>d) Authorizing person<br>e) PeopleSoft ID #<br>f) Permanent Hall<br>g) Shift<br>1 h) Confirmed Rank<br>i) Member Name<br>j) Acting Name<br>k) Location of Work<br>l) Comments/Remarks<br>m) WCB Recurrence Y/N<br>n) Absence Began<br>o) Absence End | Non-Mandatory   |
|                   | S1.163      | Should be able to schedule reports to run automatically on a predefined basis   | 1 Daily reports for payroll or management could be scheduled to run at predetermined times.  | Non-Mandatory   |
|                   | S1.164      | Reports can be viewed, shared, printed or e-mailed on demand and  |  | Non-Mandatory   |
|                   | S1.165      | Should be able to email scheduled report to defined users or distribution   |  | Non-Mandatory   |
|                   | S1.166      | Easily view trends and monitor employees' time and leave events as well as where labour costs are spent   |  | Non-Mandatory   |
|                   | S1.167      | Should be able to define criteria and indicators to identify attendance   |  | Non-Mandatory   |
|                   | S1.168      | Notifications of attendance trends should be able to be sent  |  | Non-Mandatory   |
|                   | S1.169      | Create an automated shift report that can be sent to HQ. This report should include anyone on any type of leave including union leave, sick     | 1 The report should be automatically regenerated and resent to the email distribution list when a change is made (i.e. half way through a shift)   | Non-Mandatory   |
| <b>Interfaces</b> | S1.170      | Interface from the scheduling system to PeopleSoft e.g. for time entry and; Interface from PeopleSoft to scheduling system – e.g. for           |  | Non-Mandatory   |
|                   | S1.171      | Should have the ability to interface with Business Intelligence tools   |  | Non-Mandatory   |
|                   | S1.172      | Ability to interface with Software Records Management System (RMS). This may be a two way   | 1 Interface would include personnel data, for example data relative to certifications or skills  | Desired   |
|                   | S1.173      | It should be possible to import scheduling and personnel related data into the scheduling system from other databases or spreadsheets           | 1  | Non-Mandatory   |
|                   | S1.174      | Should allow for a real-time interface with the CAD system  | 1 Will send roster information and skills to be used in the CAD  | Non-Mandatory   |
|                   |             |   | The system should support the manual or automated extract of data in formats that are usable for all standard applications including, but  | 1 .csv<br>2 .html                                     |

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|                       | S1.175      | not limited to:   | 3 | .xml  | Non-Mandatory   |
|                       |             |   | 4 | .rtf  | Non-Mandatory   |
|                       |             |   | 5 | .doc  | Non-Mandatory   |
| <b>Notifications</b>  | S1.176      | System should support notifications to the following types of systems:<br>Email<br>Phone<br>Text/SMS  |   |   | Non-Mandatory   |
|                       | S1.177      | It should be possible to define more than one of each type of notification  |   |   | Non-Mandatory   |
|                       | S1.178      | Users should be able to define at least 3 preferred methods of  |   |   | Non-Mandatory   |
|                       | S1.179      | Users should be able to phone a central (pre-defined) number and  |   |   | Non-Mandatory   |
|                       | S1.180      | System must maintain a complete audit trail of all interactions/notifications with personnel for historical audits.   | 1 | Must be able to see all notifications including date and time stamp.<br>If successful it should include success criteria, date and time stamp<br>If not successful it should include record of actions taken, criteria, data and time   | Mandatory   |
|                       | S1.181      | Rules should be able to be defined for when a user must report book off/on to a defined person in authority   | 1 | Examples: Users should have to talk to a defined person in authority when<br>a) User wants to book off more than 5 days in advance<br>b) User wants to book off less than 2 hours in advance of the shift.<br>This needs to be definable based on the business or bargaining unit | Non-Mandatory   |
|                       | S1.182      | When a user's shift is modified the system should automatically contact the user to advise of the modification. Automatic notification should be able to be over-ridden or stopped so the | 1 | Would like the ability to hide the change until the user is ready to publish or commit the change.  | Non-Mandatory   |
|                       | S1.183      | When a user's shift is modified the system should automatically contact the affected halls to advise of the modification. Automatic notification should be able to be over-ridden or      | 1 | Would like the ability to hide the change until the user is ready to publish or commit the change.  | Non-Mandatory   |
|                       | S1.184      | The system may send an alert to the supervisor when an employee reach pre-defined milestones such as #of absences. For performance  |   | The system send an alert to the supervisor when an employee reach pre-defined milestones such as #of absences. For performance  | Desired   |
| <b>User Interface</b> | S1.185      | Users should be able to access staffing system through a web  |   |   | Non-Mandatory   |
|                       | S1.186      | Users should be able to access staffing system remotely.  | 1 | Outside the network i.e.: through a firewall  | Non-Mandatory   |
|                       | S1.187      | Users should be able to access staffing system through smartphone   |   |   | Non-Mandatory   |
|                       | S1.188      | Users should be able to access the system through a telephony system  |   |   | Non-Mandatory   |

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| <b>Section</b>  | <b>Item</b>  | <b>User Requirement</b>  |  | <b>Definition/Test</b>  | <b>Mandatory/<br/>Non-<br/>Mandatory/<br/>Desired</b> |
| <b>Security</b> | S1.189   | The system should be capable of supporting multiple agencies within the same server plan/deployment  |  |   | Non-Mandatory   |
|                 | S1.190   | The system should allow the system administrator to limit user access to view and make changes within their own agency or across agencies if                                   |  |   | Non-Mandatory   |
|                 | S1.191   | The system must require a user name and password for each authorized   | 1  | User names shall be definable by the system administrator.  | Mandatory   |
|                 | S1.192   | The system must allow multiple levels of security access from end-user to agency supervisor/administrator  |  |   | Mandatory   |
|                 | S1.193   | It must be possible for the system administrator to define what the security levels are and (if necessary)   |  |   | Mandatory   |
|                 | S1.194   | Business rules must be able to be either shared or not shared as   |  |   | Mandatory   |
|                 | S1.195   | User should be able to change passwords without having to request the change from the System   |  |   | Non-Mandatory   |
|                 | S1.196   | The system administrator must be able to define the format for user  |  |   | Mandatory   |
|                 | S1.197   | The system administrator must be able to define whether passwords expire on a scheduled basis or not   |  |   | Mandatory   |
|                 | S1.198   | If passwords are set to expire, a system warning must be presented to  |  |   | Mandatory   |
|                 | S1.199   | Any system warning about password expiry must be configurable as to content and how far in advance it will   |  |   | Mandatory   |
|                 | S1.200   | The system must allow temporary duty assignments for administrators allowing modifications to security on a temporary basis  | 1  | Example is when a supervisor goes on leave and the person filling in will assume their responsibilities in Telestaff while they are away. | Mandatory   |
|                 | S1.201   | It must be possible to assign individuals a higher security access   |  |   | Mandatory   |
|                 | S1.202   | System must enable the system administrator to designate under appropriate security authorization, application administrators and sub administrators to enable assignments     |  |   | Mandatory   |
|                 | S1.203   | The system must maintain a complete audit trail for all transactions performed in the system.  | 1  | At a minimum, the audit trail should include data/time stamp, action taken, changes made, user id   | Mandatory   |
|                 | S1.204   | It must be possible for the system administrator to select the tables or columns to be applied to the audit trail. This will allow the system administrator to manage database |  |   | Mandatory   |
| S1.205          | It must be possible to use Active Directory log on so that a single sign | 1  | Non-AD users must be able to access via other sign on methodologies. | Mandatory   |   |

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| <b>Section</b>             | <b>Item</b> | <b>User Requirement</b>  |   | <b>Definition/Test</b>   | <b>Mandatory/<br/>Non-<br/>Mandatory/<br/>Desired</b> |
| <b>Business Continuity</b> | S1.206      | If the system becomes unusable, the users should be able to have an alternative version of the schedule with the employees in their primary positions. This would establish a "blank" schedule to be could then be | 1 | The users should be able to use a 'blank' form template to record existing staffing and future staffing.   | Non-Mandatory   |
|                            |             |  | 2 | Alternative versions would include Excel spreadsheet and/or printed versions.  | Non-Mandatory   |
|                            | S1.207      | It must be possible to run scheduled back up of the database based on pre-   |   |  | Mandatory   |
|                            | S1.208      | Availability<br>• The system must be architected to work in a high availability environment  | 1 | In the event of failure of all or part of the system (hardware or software), the system must be able to fail over to backup infrastructure (same site of off-site location) in a minimal amount of time without any loss of data | Mandatory   |
|                            |             |  | 2 | The system is expected to be available 7x24x365  | Mandatory   |
|                            | S1.209      | Recoverability - If for any reason there is a need to restore the system to a backup copy of the database, then the system must operate without  |   |  | Mandatory   |
| <b>Compliance</b>          | S1.210      | The system must comply with all requirements of the Manitoba Freedom of Information and Protection of Privacy Act (FIPPA) ,<br><del>Personal Health Information Act</del>  |   |  | Mandatory   |

| <b>TECHNICAL</b>       |             |  |   |   |   |
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| <b>Section</b>         | <b>Item</b> | <b>User Requirement</b>  |   | <b>Definition/Test</b>  | <b>Mandatory/<br/>Non-<br/>Mandatory/<br/>Desired</b> |
| <b>Client Services</b> | S2.1        | The system should operate on a standard industry-recognized operating system   |   |   | Non-Mandatory   |
|                        | S2.2        | The system should provide a smart phone interface capable of working on Android Marshmallow (6.0), Blackberry or iOS                       |   |   | Non-Mandatory   |
|                        | S2.3        | The user interface should scale appropriately based on the size, orientation and screen resolution of the user device.                     |   |   | Non-Mandatory   |
|                        | S2.4        | Any Web App or Web Interface should operate in modern browsers including Safari, Firefox, Internet Explorer, Microsoft Edge, Google Chrome |   |   | Non-Mandatory   |
| <b>Infrastructure</b>  | S2.5        | The system must communicate in an IP network   |   |   | Mandatory   |
|                        | S2.6        | The system should be capable of transmitting alerts and notification via SMS, SMTP, EMTP or commercial paging                              |   |   | Non-Mandatory   |
|                        | S2.7        | Must be capable of operating in a Windows Server 2008 r2 or higher environment.  |   |   | Mandatory   |
|                        | S2.8        | The database should be on a standard industry-based database   |   |   | Non-Mandatory   |
|                        | S2.9        | The vendor should allow for annual upgrades of OS and DB   | 1 | The vendor should allow for annual upgrades of OS and DB  | Non-Mandatory   |
|                        | S2.10       | System backups must not negatively impact system performance   | 1 | System backups must not negatively impact system performance. Vendor shall propose the best practices for archiving data from the primary database. | Mandatory   |
|                        | S2.11       | CAD vendor should provide application health status alerts to facilitate SNMP monitoring or similar technology.                            | 1 | CAD vendor should provide application health status alerts to facilitate SNMP monitoring or similar technology.                                     | Non-Mandatory   |
|                        | S2.12       | The system should support importing and exporting in XML   | 1 | The system should support importing and exporting in XML  | Non-Mandatory   |
|                        | S2.13       | The vendor must provide the source code, with annual updates   | 1 | The vendor must provide the source code, with annual updates  | Mandatory   |
|                        | S2.14       | The vendor must provide the database schema, with annual updates   | 1 | The vendor must provide the database schema, with annual updates  | Mandatory   |
|                        | S2.15       | The vendor must provide the database dictionary  | 1 | The vendor must provide the database dictionary   | Mandatory   |
|                        | S2.16       | The vendor must provide detailed system administration documentation   | 1 | The vendor must provide detailed system administration documentation  | Mandatory   |
|                        | S2.17       | The vendor must provide system administration training   | 1 | The vendor must provide system administration training  | Mandatory   |



| <b>TECHNICAL</b> |             |  |   |   |   |
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|                  | S2.18       | The vendor must provide functional documentation                         | 1 | The vendor must provide functional documentation  | Mandatory   |
|                  | S2.19       | The vendor must provide functional test plans and test scripts           | 1 | The vendor must provide functional test plans and test scripts  | Mandatory   |
|                  | S2.20       | The vendor may provide load test scripts                                 | 1 | Load simulation and timing mechanisms   | Desired   |
|                  | S2.21       | The vendor must provide a system architecture diagram                    | 1 | The vendor must provide a system architecture diagram   | Mandatory   |
|                  | S2.22       | The vendor should provide a multiple environment test environment        | 1 | There should be at least the following database environments required - Production (LIVE), training and development | Non-Mandatory   |
|                  | S2.23       | Database backup  | 1 | The system must provide the ability for on line/hot backups of the database without impairing system operation      | Mandatory   |
|                  | S2.24       | Failover capability  | 1 | The system must have the ability to fail over to another server/system  | Mandatory   |
|                  | S2.25       | The system must support current industry standard infrastructure formats | 1 | The system must be capable of operating in a Virtual Machine environment  | Mandatory   |
|                  |             |  | 2 | Virtual Machine environment includes database servers, interface or application servers and dispatch workstations   | Mandatory   |

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| <b>Section</b>                   | <b>Item</b> | <b>User Requirement</b>  |                      | <b>Definition/Test</b>                                | <b>Mandatory/<br/>Non-<br/>Mandatory/<br/>Desired</b> |
| <b>Corporate<br/>General</b>     | S3.1        | Vendor solution is currently installed in departments of similar size and number of users  |                      | Vendor should be able to provide references           | Non-Mandatory   |
|                                  | S3.2        | Vendor must support/work with standard vendors for various interfaces including CAD and PeopleSoft solutions                                   |                      |   | Mandatory   |
|                                  | S3.3        | Vendor must offer annual maintenance packages  |                      |   | Mandatory   |
|                                  | S3.4        | Vendor must provide a warranty for the product/solution  |                      |   | Mandatory   |
|                                  | S3.5        | Vendor should offer an extended warranty   |                      |   | Non-Mandatory   |
|                                  | S3.6        | Vendor may support/provide a user conference   | 1                    | Vendor may support/provide a user conference          | Desired   |
|                                  | S3.7        | Vendor may support/provide a Canadian user conference  | 1                    | Vendor may support/provide a Canadian user conference | Desired   |
|                                  | S3.8        | Vendor may support a regional user conference  | 1                    | Vendor may support a regional user conference         | Desired   |
| <b>Product<br/>Documentation</b> | S3.9        | The vendor should provide a system database schema   |                      |   | Non-Mandatory   |
|                                  | S3.10       | The vendor should be able to describe the different services and levels of support that are available  |                      |   | Non-Mandatory   |
|                                  | S3.11       | The vendor should provide product release notes for the version of the software being recommended for use at the time of system implementation |                      |   | Non-Mandatory   |
|                                  | S3.12       | System documentation should include both user guides and system administrator guides   |                      |   | Non-Mandatory   |
|                                  | S3.13       | The vendor may provide system test plans   | 1                    | User Acceptance Test Plan                             | Desired   |
| 2                                |             |  | Regression Test Plan | Desired   |   |
| <b>Client<br/>Support</b>        | S3.14       | The vendor should provide technical assistance with the configuration of the system  |                      |   | Non-Mandatory   |
|                                  | S3.15       | The vendor should provide technical assistance with the implementation of the system   |                      |   | Non-Mandatory   |
|                                  | S3.16       | A predefined process and associated expected timelines for trouble resolution may be provided  |                      |   | Desired   |
|                                  | S3.17       | The vendor must be able to provide a process for system upgrades   |                      |   | Mandatory   |
|                                  | S3.18       | System solution should be subject to an internal (vendor) QA process   |                      |   | Non-Mandatory   |
|                                  | S3.19       | The vendor must provide software configuration training to identified super users  |                      |   | Mandatory   |
|                                  | S3.20       | The vendor may provide user-level training in a train-the-trainer format   |                      |   | Desired   |

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| <b>Section</b>   | <b>Item</b> | <b>User Requirement</b>  |   | <b>Definition/Test</b>   | <b>Mandatory/<br/>Non-<br/>Mandatory/<br/>Desired</b> |
|                  | S3.21       | The vendor should provide implementation and project support                     |   |  | Non-Mandatory   |
|                  | S3.22       | Vendor must provide 7/24/365 support   | 1 | The vendor must provide an agreed service level agreement  | Mandatory   |
|                  |             |  | 2 | The vendor must provide a response within a certain time frame to calls for assistance                                   | Mandatory   |
|                  |             |  | 3 | The response time must be based on the priority of the request   | Mandatory   |
|                  |             |  | 4 | The vendor should provide first, second and third level support  | Non-Mandatory   |
|                  |             |  | 5 | The vendor should provide a web-based knowledge bank;  | Non-Mandatory   |
|                  |             |  | 6 | Users may be able to post information/issues to the web-based bank   | Desired   |
|                  | S3.23       | The vendor may provide a file transfer site;                                     |   |  | Desired   |
|                  | S3.24       | Vendor should track and monitor customer submitted bugs                          |   | Should track, monitor bugs and provides feedback to the customer   | Non-Mandatory   |
|                  | S3.25       | Vendor should provide a single point of contact                                  |   | The vendor should provide a single point of contact for customer support<br>This should include a single project manager | Non-Mandatory   |
| <b>User Base</b> | S3.26       | Vendor is currently installed with a number of users and anticipated call volume | 1 | Refer to the Assumptions worksheet for details   | Mandatory   |

| <b>Glossary</b> |  |
|-----------------|--|
| <b>Term</b>     | <b>Definition</b>  |
| Report          | A report is the results of a query or view that can be exported or printed from the application based on a predefined format or template.  |
| Query           | A query is a request for information based on a specified set of criteria. The results of a query are displayed within the application with the option to export to a application (e.g. Excel, Word, etc.) or produce a report based on a standard format. |
| View            | A view is a formatted way of looking at data within the application. A view can be the results of a query with the option to produce a report.   |