

Template Version: Error! Unknown document property name.

FORM N: PROPONENT PROPOSAL - REQUIREMENTS

Instructions for filling out Form N: Proponent Proposal - Requirements

1. Complete Form N: Proponent Proposal - Requirements
2. Follow the proposal instructions in the Proposal Instructions section below

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 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:

- a) A planned release up to 3 calendar months after the RFP 1248-2018 competition close date, where an additional Proponent response code of **3** should be provided;
- b) A planned release up to 6 calendar months after the RFP 1248-2018 competition close date, where an additional Proponent response code of **6** should be provided, or
- c) A planned release up to 12 calendar months or longer after the RFP 1248-2018 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 product, either integrated or non-integrated.

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.

Template Version: Error! Unknown document property name.

Form N: Mandatory Requirements			
ID #	Requirement Description	Requirement Category	Proponent Response (Y, N)
1-1	Solution shall provide the following types of engagement activities: a. Surveys b. Mapping tools c. Feedback on project renderings	General	
1-2	There shall be no limit on number of concurrent engagement activities.	General	
1-3	There shall be no limit on number of respondents to an engagement activity.	General	
1-4	An engagement activity shall be in English or French. (French engagement activities shall be accessed from a French version of the City web site.)	General	
1-5	User shall have the ability to set defined start and end times for engagement activities (users are individuals with ability to configure the application and set up engagement activities).	General	
1-6	Edits to an engagement activity shall be possible when the activity is live (e.g. to correct typos).	General	
1-7	Setting up new engagement activities shall be done by user and does not require coding or knowledge of programming languages.	General	
1-8	For all engagement activities where comments or free-form text are posted, a moderator shall be able to review and approve before comments are posted to the tool or the City's website.	General	
2-1	Response to multiple choice questions shall be received as a single response or multiple responses.	Surveys	
2-2	Engagement activities shall of the option for open-ended (free text) answers, including numeric answers.	Surveys	

Template Version: Error! Unknown document property name.

2-3	User shall have the ability to designate certain survey questions as mandatory or non-mandatory so that survey respondent can skip the non-mandatory questions but still submit the survey. (For example, demographic questions may be non-mandatory.)	Surveys	
2-4	The user shall have the ability to track drop-off rates.	Surveys	
2-5	For analysis purposes, user shall have access to report on whether survey was submitted in French or English.	Surveys	
3-1	User shall have the ability to submit text in an open-ended project, e.g. citizens submit innovation ideas, citizens submit ideas for "how to improve the city" .	Submissions of Open-Ended Text (visions, suggestions, etc.)	
3-2	Solution shall have the ability for others to "like" or "dislike" a submission.	Submissions of Open-Ended Text (visions, suggestions, etc.)	
4-1	Data shall be exported and integrated with the City's GIS system (Geomedia) so that a geo-tagged map can be created within the City's GIS solution	Mapping and Project Renderings	
4-2	Geo-tagged responses shall be extracted in a useful format, e.g. 10 respondents had a concern with safety at the corner of X and Y street.	Mapping and Project Renderings	
4-3	Solution shall allow respondent to drop digital pins onto a map indicating areas of interest/ concern and add comments. Comments attached to pins shall be at least 150 characters.	Mapping and Project Renderings	
4-4	Solution shall have ability to add labels to the base map.	Mapping and Project Renderings	
5-1	Solution shall support the upload of pictures of resolution 300 ppi (pixels per inch) or greater.	Pictures	
6-1	<p>Solution shall be compliant with Canada's Anti-Spam Legislation (CASL): http://fightspam.gc.ca/eic/site/030.nsf/eng/home</p> <p>a. Respondents shall be able to provide consent to receiving notifications about engagement activities when they register.</p> <p>b. Registered respondents shall be able to provide consent to receiving notifications when indicating areas of interest AND/OR when signing up to be notified about engagement activities relating to a particular project.</p> <p>c. Registered respondents shall be able to "unsubscribe" from receiving notifications with just one operation, i.e. they shall be able to have their personal information purged from the application so that they do not receive any</p>	Respondents	

Template Version: Error! Unknown document property name.

	<p>notifications about engagement activities</p> <p>d. Solution shall be able to keep an electronic record of evidence of consent AND all unsubscribe requests and resulting actions.</p>		
6-2	<p>The solution shall advise respondents of terms of use, which is customizable and shall include:</p> <p>a. Contributions may be republished or used by contractors or government officials</p> <p>b. No tolerance for harassment or bullying, including profanity, obscenity, hate speech or treats to other users, including the platform host;</p> <p>c. User responsibility for content of comments posted; and</p> <p>d. Respecting privacy by not posting identifiable information of others without consent, not sharing copyrighted information and/or any content that poses a security risk to a person</p>	Respondents	
6-3	<p>Shall have ability to flag multiple submissions on a single engagement activity from a single IP address. The City may opt to exclude multiple submissions; OR it may allow multiple submissions, as two people in the same household may share a single computer</p>	Respondents	
7-1	<p>Tool shall provide basic "at a glance" reporting capabilities for each engagement activity, both during and at the end of the engagement activity. This shall include (but is not limited to):</p>	Reporting	
7-2	<p>a. Tabulation of responses (number and percentage);</p>	Reporting	
7-3	<p>b. Total number of respondents;</p>	Reporting	
7-4	<p>c. Total number of completed surveys;</p>	Reporting	
7-5	<p>d. Total number of site visits;</p>	Reporting	
7-6	<p>Solution shall provide graphs/ charts showing tabulation of responses.</p>	Reporting	
7-7	<p>Solution shall have ability to export response data in Excel format.</p>	Reporting	
7-8	<p>Solution shall have ability to export response data in PDF format.</p>	Reporting	
8-1	<p>Under subscription model solution shall be accessible to external third parties (e.g. consultants advising on an engagement activity) at no extra cost.</p>	Users	
9-1	<p>Solution shall meet W3C's Web Content Accessibility Guidelines (WCAG) so that content is accessible to people with disabilities/ visual impairment: http://www.w3.org/standards/webdesign/accessibility</p>	Non-Functional	

Template Version: Error! Unknown document property name.

9-2	Platform shall use responsive layout and design, so that all potential respondents view the site on their device of choice and have the same experience on all internet-enabled devices.	Non-Functional	
9-3	Solution shall be launched directly from a City web page (www.winnipeg.ca).	Non-Functional	
10-1	Solution shall be hosted in Canada (as described in section B18.5.1 of this document) OR shall be hosted in an equivalent jurisdiction (as described in section B18.5.2 OR is available as an on premise solution.	Security/Privacy/ Audit	
10-2	The solution shall be compliant with the provisions of FIPPA as outlined in section D11 of this document.	Security/Privacy/ Audit	
10-3	Responses shall be stored within the application until purged by a user with appropriate access rights.	Security/Privacy/ Audit	
10-4	The solution shall be capable of leveraging ICAP network protocol to allow the software to transmit documents uploaded from respondents to the firewall, the firewall to scan for viruses, and the firewall to then send a response to the uploaded software indicating safe or not safe.	Security/Privacy/ Audit	
10-5	Solution shall prevent upload of file types commonly associated with viruses, e.g. macro-enabled documents or executable files.	Security/Privacy/ Audit	
10-6	Solution shall be certified as compliant with ISO/IEC 270001 (or equivalent), and is compliant with ISO/IEC 27002, 27017, and 27018 (or equivalents).	Security/Privacy/ Audit	
11-1	Solution shall provide training and/or complete user documentation.	Other Requirements	
11-2	If the solution is hosted, support related to system performance and availability shall be available 24/7.	Other Requirements	
11-3	Support for non-critical issues shall be available from Monday to Friday inclusive from 8:30 a.m. to 4:30 p.m. Central Standard time.	Other Requirements	
11-4	If solution is hosted, in the event of an issue or malfunction in the software that results in the application not being accessible or useable by the City, the Proponent shall immediately notify the City of such issue or malfunction and keep it reasonably updated as to when service will be restored to normal operations.	Other Requirements	

Template Version: Error! Unknown document property name.

Form N: Non-Mandatory Requirements			
ID #	Requirement Description	Requirement Category	Proponent Response (Y, C, F, 3, N)
12-1	User with appropriate access rights should have the ability to re-open an engagement activity after it has closed.	General	
12-2	User should have ability to create engagement activity overview and timeline for potential respondents to view.	General	
12-3	User should have ability to provide contact information (who to contact for more information about the engagement activity) for potential respondents to view.	General	
12-4	At any point when responding, respondent should have the ability to return to project web page (listing of all engagement activity projects) with one click.	General	
12-5	Viewers should have the ability to forward engagement activities to others through social media.	General	
12-6	Solution should include a library of background information which will enable citizens to be well-informed and properly equipped to participate meaningfully in the surveys or discussions. This should include photographs, diagrams, graphs/charts, videos, documents, or Web links to additional articles or pages.	General	
12-7	Content in any engagement activities should have the ability to contain hyperlinks to other web pages.	General	
12-8	Upon submission, respondents should receive a message indicating that their response to an engagement activity has been submitted (so that respondents have confirmation that their response has been received).	General	
12-9	Solution should provide the following types of engagement activities: a. Moderated discussions (moderated by City staff) b. Submission of free-form text, with ability for others to "like"/"dislike" and add comment (could be used for such things as soliciting vision for a project; innovation suggestions; community question board) c. Ability to 'like' or 'dislike' a comment. Most liked comments move to the top.	General	

Template Version: Error! Unknown document property name.

12-10	Setting up new engagement activities should not require configuration by the Proponent.	General	
13-1	Skip or branching logic should be available (e.g. the answer to one question determines the next questions that are asked).	Surveys	
13-2	Solution should have ability to ask rank answer questions (e.g. their three top priorities out of a list of 10 possible priorities).	Surveys	
13-3	Solution should have ability to ask scale questions.	Surveys	
13-4	Solution should have ability to embed videos in the tool.	Surveys	
13-5	Solution should have ability to embed images in the tool.	Surveys	
13-6	Solution should have ability to ask interactive graphic slider rating scale, e.g. for budget allocation, a slider will adjust the total overall budget amount and show how the adjusted amount that will be allocated for a given service area will impact another service area.	Surveys	
13-7	Solution should have ability for survey respondents to save as they go and come back to the survey later to complete.	Surveys	
13-8	Solution should have ability for survey respondents to navigate forward and backward through the survey.	Surveys	
13-9	Solution should have ability to print the survey as a PDF or Word document, including images and formatting, so that copies can be printed without reformatting and be used for submitting responses on paper.	Surveys	
13-10	Solution should have ability to provide randomization of question order (i.e. respondents are presented with the possible answers sorted in a different order each time a person takes the survey).	Surveys	
13-11	Solution should have ability to provide a survey progress tracking bar.	Surveys	

Template Version: Error! Unknown document property name.

13-12	For drop-offs, solution should have ability to track where they occurred in the survey.	Surveys	
13-13	Solution should have ability to compare surveys from different points in time, e.g. year-over-year, Phase 1 vs Phase 2.	Surveys	
13-14	Solution should have ability to clone a past survey and use it as a starting point for a new survey.	Surveys	
13-15	Solution should have ability to reuse demographic questions from one survey to the next.	Surveys	
13-16	Solution should have the ability to synthesize results from the French and English version of a survey.	Surveys	
14-1	Solution should have ability for user to create a moderated discussion on a particular topic.	Moderated Discussions	
14-2	Solution should have ability for respondent to select which "thread" in the discussion they would like to respond to.	Moderated Discussions	
14-3	Solution should have ability for moderator to remove or reorder threads in order to focus discussion.	Moderated Discussions	
14-4	Solution should have ability for City staff, including moderator, to contribute to discussion (add comments).	Moderated Discussions	
15-1	Solution should have ability to submit photos, videos, or document attachments (PDF).	Submissions of Open-Ended Text (visions, suggestions, etc.)	
15-2	Solution should have ability for user and/or submitter to categorize free-form text submissions, e.g. "environment," "community"	Submissions of Open-Ended Text (visions, suggestions, etc.)	
15-3	Solution should have ability for others to add a comment on another comment or submission.	Submissions of Open-Ended Text (visions, suggestions, etc.)	

Template Version: Error! Unknown document property name.

15-4	Solution should have ability for others to "like" or "dislike" a comment.	Submissions of Open-Ended Text (visions, suggestions, etc.)	
15-5	Solution should have ability for potential respondent to view total number of "likes" or "dislikes" on a comment or submission.	Submissions of Open-Ended Text (visions, suggestions, etc.)	
16-1	Respondents should have ability to add lines to map indicating areas of interest/ concern and add comments (e.g. representing bike routes or paths).	Mapping and Project Renderings	
16-2	Respondents should have ability to add polygons to maps indicating areas of interest/concern and add comments (e.g. to indicate an entire area).	Mapping and Project Renderings	
16-3	Respondents should have ability to use pins, lines or polygons of different colours to indicate different interests/ concerns, e.g. red pin to indicate where a traffic light should be, yellow pin to indicate where a controlled crosswalk should be.	Mapping and Project Renderings	
16-4	User should have ability to attach a survey to pins, lines or polygons dropped on a map, based on the type of pin/line/polygon selected. Example: User chooses a "bicycle" pin, a pop up survey appears asking them multiple choice questions about cycling in that area on the map.	Mapping and Project Renderings	
16-5	Maps should have multiple "layers". Respondent can elect which layer to surface, e.g. traffic lights, bike lanes.	Mapping and Project Renderings	
16-6	Respondents should have ability to add pins or polygons with comments to project renderings (draft designs), e.g. pin to indicate where the slide should be on the play structure.	Mapping and Project Renderings	
17-1	Solution should automatically resize uploaded images.	Pictures	
17-2	User should have ability to manually adjust the image to change the auto-sizing.	Pictures	
18-1	For each engagement activity, user should have the ability to designate whether respondents shall: a. Respond anonymously (no login/ user account required); OR b. Respond as a registered account holder	Respondents	
18-2	Registered account holders should have ability to create an account either by: a. Providing personal information (name, email, first three digits of postal code); OR	Respondents	

Template Version: Error! Unknown document property name.

	b. Using social media credentials instead of name/email	Respondents	
18-3	Postal code of respondents with accounts should have ability to be downloaded, along with their responses, in order to map responses to postal codes.	Respondents	
18-4	If the respondent is submitting a response anonymously AND a previous response has already been received from that IP address, should generate a pop-up message to the respondent indicating that only one response may be submitted per user.	Respondents	
18-5	When a respondent creates an account, the respondent should be presented with the option to indicate their areas of interest, so that they can be invited to participate in future engagement activities relating to these areas.	Respondents	
18-6	Solution should have the ability to allow registered respondents to elect to be notified of future engagement activities relating to the engagement activity to which they have just responded .	Respondents	
18-7	At any point in time, registered respondents should have ability to indicate their areas of interest, so that they can be notified of engagement activities relating to these areas of interest.	Respondents	
18-8	User with appropriate access rights should have the ability to, at any time, update their list of "areas of interest" to indicate the types of engagement activities about which potential respondents can be informed.	Respondents	
18-9	Solution should have the ability to send notification about upcoming or current engagement activities to potential participants, who may include: <ul style="list-style-type: none"> - Registered respondents who have already participated in engagement activities relating to the same project - Registered respondents who have indicated areas of interest that match the engagement activity - Registered respondents who have certain postal codes 	Respondents	
18-10	Solution should identify inactive accounts (registered account holders with no activity for more than X years).	Respondents	
19-1	User with appropriate access rights should have the ability to delete inactive accounts.	Respondents	
19-2	Solution should provide cross-tabulation of responses.	Reporting	

Template Version: Error! Unknown document property name.

20-1	Solution should provide each user has a unique user ID and password.	Users	
21-1	Solution should integrate into the City web pages so that the potential respondent is not aware that they are on a different web site.	Non-Functional	
21-2	The proponent should have the ability to customize the solution so that it is branded with City of Winnipeg colours, fonts and logos.	Non-Functional	
22-1	System administrator should have the ability to identify users who: - Created an engagement activity - Last modified an engagement activity	Security/Privacy/ Audit	
23-1	Proponent should have ability to contact solution provider to provide advice/ support on how the application can be optimally deployed in order to meet engagement goals.	Other Requirements	
23-2	Solution should include a moderating service, 24X7, to remove inappropriate posts.	Other Requirements	