



THE CITY OF WINNIPEG

REQUEST FOR INFORMATION

RFI NO. 68-2018

**REQUEST FOR INFORMATION FOR PROVISION, IMPLEMENTATION AND
SUPPORT FOR A STATION ALERTING SYSTEM FOR THE WINNIPEG FIRE
PARAMEDIC SERVICES**

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PART B - REQUEST FOR INFORMATION

B1. DEFINITIONS

B1.1 When used in this Request for Information:

- (a) **"Business Day"** means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
"Calendar Day" means the period from one midnight to the following midnight;
- (b) **"City"** means the City of Winnipeg as continued under The City of Winnipeg Charter, Statutes of Manitoba 2002, c. 39, and any subsequent amendments thereto;
- (c) **"City Contact"** means the City's representative throughout the duration of the Request for Information who has the authority to act on behalf of the City to the extent expressly provided for in this Request for Information.
- (d) **"City Council"** means the Council of the City of Winnipeg;
- (e) **"Class 3"** means preliminary budget estimate (Class 3: -20% to +30%)
- (f) **"Computer Aided Dispatch System"** or **"CAD"** means a suite of software used to initiate and manage public safety calls for service and dispatch, and monitor the status of responding resources in the field; it also includes an inter-facility transport scheduling and tracking system;
- (g) **"EMS"** means Emergency Medical Services
- (h) **"IFT"** means Inter-Facility Transportation
- (i) **"may"** indicates an allowable action or feature which will not be evaluated;
- (j) **"must"** or **"shall"** indicates a mandatory requirement which will be evaluated on a pass/fail basis;
- (k) **"Person"** means an individual, firm, partnership, association or corporation, or any combination thereof, and includes heirs, administrators, executors or legal representatives of a person;
- (l) **"Respondent"** means any Person or consortium submitting an Information Submission in response to this Request for Information;
- (m) **"should"** indicates a desirable action or feature which will be evaluated on a relative scale;
- (n) **"Site"** means the lands and other places on, under, in or through which the work is to be performed;
- (o) **"Submission or Information Submission"** means that portion of the Request for Information which must be completed or provided and submitted by the Submission Deadline;
- (p) **"Submission Deadline"** means the time and date for final receipt of Submissions.
- (q) **"WFPS"** means the Winnipeg Fire Paramedic Service, an operational division of the City responsible for providing fire suppression, emergency medical services and emergency response activities;

B2. BACKGROUND

B2.1 The administrative structure for the City of Winnipeg is a Chief Administrative Officer (CAO) who is the head of the public service and provides overall leadership to all City departments.

B2.2 Winnipeg is a major Canadian city, and the capital of the Province of Manitoba. Located in Western Canada, Winnipeg plays a prominent role in transportation, finance, manufacturing, agriculture and education. It is known as the Gateway to the West. The City is located near the geographic centre of North America. It lies in a flood plain at the confluence of the Red and

Assiniboine rivers and started around the point now commonly known as The Forks. It is protected from flooding by the Red River Floodway. Winnipeg covers an area of 663 square kilometers.

- B2.3 The City of Winnipeg is the capital city of the Province of Manitoba with a population of over 650,000. Composed of a broad range of diverse neighbourhoods and communities with numerous attractions (from arts and culture to sports and entertainment), Winnipeg is recognized as one of Canada's finest places to live, work and play. The City employs over 8,000 people and provides a full range of municipal services to the citizens of Winnipeg.
- B2.4 The political representation for the City is a Mayor and 15 Councillors, each representing a city ward. The current Mayor and Council were elected in October 2014. Their term of office ends in 2018.
- B2.5 The administrative structure for the City is a Chief Administrative Officer (CAO) providing overall supervision for City departments.
- B2.6 Since 1992, overall municipal government revenues have not changed significantly. However, there has been a shift. Taxation revenues have decreased and fees and charges have increased. Property and business taxes made up 51% of the City's revenues in 1992. In 2003, these same revenues accounted for 43% - a \$66 million reduction. During this same period, user fees and charges increased from 25% to 31% of City revenues – a \$66 million increase.
- B2.7 The City provides many services to its citizens. By service, the representation is distributed as follows: Public Safety (25%), Transportation (23%), Environmental (23%), Planning and Development (4%), Leisure and Wellness (15%), Internal Support (10%). For additional information on City services, refer to the City of Winnipeg web site at: <http://winnipeg.ca/interhom/Departments/>
- B2.8 The approximately 1,400 members of the WFPS – who are represented by five unions – providing fire and rescue services as well as medical response by the Winnipeg Fire Department Branch, and emergency medical services (EMS) by the Winnipeg Emergency Medical Services Branch under a service purchase agreement with the Winnipeg Regional Health Authority (WRHA). The WFPS also provides inter-facility transport coordination as part of the agreement with the WRHA.

The WFPS has two communications centres. The primary centre receives transferred 9-1-1 calls, and performs call handling and dispatch services for both fire and EMS calls, as well as managing non-urgent calls received on a direct-dial basis from the public. It also acts as the backup to the second communications centre which performs inter-facility transport (IFT) coordination. In 2017 there were 90,442 telephone calls to 9-1-1 and the alarm line for emergent and non-emergent EMS and fire concerns. In addition there were 49,232 inter-facility transport calls.

Incidents are responded to by seventy-four fire apparatus and 58 EMS resources situated in 30 fire and paramedic stations across the City. Most stations have one engine, at least one specialized fire apparatus and an ambulance. The typical staffing complement for a station is 6-8 fire fighters and two paramedics. Station 1 is the largest hall and has over 20 staff. This station has two specialized urban squad vehicles used by firefighter/paramedics to provide rapid first responder service to the downtown area. Of the 30 stations three are ambulance only locations. Ambulances are dispatched to EMS calls as well as provide Interfacility transfer services between hospitals for acutely ill patients. All stations already have public address systems.

- B2.9 The Winnipeg Fire Paramedic Service (WFPS) requires a Station Alerting System. The components of the desired system are:
- (a) Trigger an audible tone in the stations when a unit at that station is dispatched. The tone should only trigger if the units are in station at the time dispatch.

- (b) The tone of the gong should distinguish between apparatus being dispatched and designed to achieve the best response from crews.
- (c) The tone should be followed by a read-out of the incident type and location.
- (d) The station should also have a visual lighting system that communicates the apparatus being dispatched.
- (e) At time of dispatch, a print-out of call details known as the “rip and run” is also generated at the station the unit originates from. This print out is generated regardless as to the unit status at the time of dispatch.

B2.10 The general IT system environment that the City operates currently includes:

- (a) Server hardware/operating system: The City currently utilizes Blade, Tower and Rack servers for its x86 based computing and has approximately 70 physical servers supporting ~1,000 VMs. Our current workload is over 98% virtualized on VMware. The total workload consists of ~80% Windows (2012/2016), ~20% Linux Ubuntu and less than 1% Unix/iSeries. CA-UIM (Nimsoft) is utilized for Systems Management of our environment.
- (b) Storage: The City utilizes a Cisco fibre channel Storage Area Network (SAN) and IBM V7000 Storage to support data storage requirements. Veeam and IBM's Spectrum Protect (TSM) are used for backup and recovery services.
- (c) Database: The City's standard database product offerings are Oracle 12c Standard Edition and Microsoft SQL Server 2012/2016 Standard edition. The City has implemented a database environment that fulfills all application system functional requirements, provides full monitoring, online backup, recovery, and reorganization facilities including database transaction logging and up-to-the-minute forward recovery, plus timely automated reporting of actual or potential errors or problems. The City conducts database performance measurement and tuning as necessary.
- (d) Network: The City of Winnipeg Municipal Network Infrastructure is relied on by all City departments/Special Operating Agencies to enable about 9,000 networked devices to communicate with each other, the Internet, extranets and two corporate data centres. Over 180 City locations are connected mainly by Transparent LAN Services at speeds ranging from 10 Mbps to 1 Gbps. Cisco routers, switches and wireless access points are used in the data centre, wide area and local area networks. F5 Application Delivery Controllers provide server load balancing and secure remote network access for staff and consultants. The City utilizes Check Point products to provide network segmentation and edge security controls.

B2.11 Funding for the Scope of Work requires Council approval and is to be presented in 2019 capital budget.

B3. PURPOSE OF THE REQUEST FOR INFORMATION DOCUMENT

B3.1 The purpose of this Request for Information (RFI) is to gather information from experienced and capable Respondents who have experience in the provision, implementation, and support of a station alerting system for Fire and Paramedic resource deployment.

B3.2 The City invites qualified individuals to submit an Information Submission in response to this RFI.

B3.3 After receiving the Submissions to this RFI, the City will review all Submissions received and use the information to develop and present a business case and budget proposal to Council. Upon approval this information will be used to issue a Request for Proposal.

B4. SCHEDULE

B4.1 The City intends to:

- (a) review the Information Submissions and schedule demonstrations of Respondent's product(s) by March 30th 2018;
- (b) Provide demonstrations during April 2018.

B4.2 Details on the RFQ/RFP schedule may be provided to the Respondents at the completion of the RFI stage, if applicable.

B5. ENQUIRIES

B5.1 All enquiries shall be directed to the City Contact identified in B6.

B5.2 Any Respondent who has questions as to the meaning or intent of any part of this document or who believes this document contains any error, inconsistency or omission should make an enquiry prior to the Submission Deadline requesting clarification, interpretation or explanation in writing to the City Contact.

B5.3 If the Respondent finds errors, discrepancies or omissions in the document, or is unsure of the meaning or intent of any provision therein, the Respondent shall promptly notify the City Contact of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.

B5.4 If the Respondent is unsure of the meaning or intent of any provision therein, the Respondent should request clarification as to the meaning or intent prior to the Submission Deadline.

B5.5 Responses to enquiries which, in the sole judgment of the City Contact, require a correction to or a clarification of the RFI will be provided by the City Contact to all Respondents by issuing an addendum.

B5.6 Responses to enquiries which, in the sole judgment of the City Contact, do not require a correction to or a clarification of the RFI will be provided by the City Contact only to the Respondent who made the enquiry.

B5.7 The Respondent shall not be entitled to rely on any response or interpretation received pursuant to B5 unless that response or interpretation is provided by the City Contact in writing.

B6. CITY CONTACT

B6.1 The City Contact is:
Linda Hathout
Telephone No. 204- 391-5434
Email: lhathout@winnipeg.ca

B7. ADDENDA

B7.1 The City Contact may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the RFI, or clarifying the meaning or intent of any provision therein.

B7.2 The City Contact will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.

- (a) The Addenda will be available on the Bid Opportunities page at the Materials Management Division's website at <http://www.winnipeg.ca/matmgt/bidopp.asp>

B7.2.1 The Respondent is responsible for ensuring that he/she has received all addenda and is advised to check the Materials Management Division's website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.

B7.3 The Respondent should acknowledge receipt of each addendum on Form A: Request for Information Application.

B8. CONFIDENTIALITY AND PRIVACY

B8.1 Information provided to a Respondent by the City or acquired by a Respondent by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the City. The Respondent shall not make any statement of fact or opinion regarding any aspect of the RFI and any subsequent proposal to the media or any member of the public without the prior written authorization of the City.

B8.2 The protection of personal information and privacy will be fundamental aspects of the Project. Respondents shall comply with all applicable privacy legislation, including but not limited to the Personal Information Protection and Electronic Documents Act (Canada) ("PIPEDA"). In addition, Respondents are advised that the City is subject to The Freedom of Information and Protection of Privacy Act (Manitoba) ("FIPPA") and that the Contractor will be expected to comply with the obligations imposed upon the City pursuant to FIPPA.

B8.1 To the extent permitted, the City shall treat all Submissions as confidential. However, the Respondent is advised that any information contained in any Submission may be released if required by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law or by City policy or procedures (which may include access by members of City Council).

B8.2 All Information Submissions submitted to the City will be kept in confidence with the City for the sole purposes of evaluating and developing the best possible strategic option for the City. Information Submissions will become the property of the City. The City will have the right to make copies of all Submissions for its internal review process and to provide such copies to its staff and/or external advisors and representatives.

B8.3 All information will become and remain the property of the City; none will be returned. If the application contains any proprietary or trade secret information, said information must be indicated as such.

B9. NON-DISCLOSURE

B9.1 Respondents must not disclose any details pertaining to their RFI and the selection process in whole or in part to anyone not specifically involved in their Submission, without the prior written approval of the City. Respondents shall not issue a news release or other public announcement pertaining to details of their Information Submission or the selection process without the prior written approval of the City.

B9.2 Respondents are advised that an attempt on the part of any Respondent or any of its employees, agents, contractors or representatives to contact any members of City Council or their staff or any member of City Administration other than the City Contact with respect to this RFI solicitation, may lead to disqualification.

B10. RESPONDENT'S COSTS AND EXPENSES

B10.1 Respondents are solely responsible for their own costs and expenses in preparing and submitting an Information Submission and participating in the RFI, including the provision of any additional information or attendance at meetings or demonstrations of the product(s).

B11. NO CONTRACT

B11.1 By submitting an Information Submission and participating in the process as outlined in this document, Respondents expressly agree that no contract of any kind is formed under, or arises

from this RFI, and that no legal obligations will arise. The City will have no obligation to enter into negotiations or a Contract with a Respondent.

- B11.2 Without limiting the generality of the foregoing, the City reserves the right and the full power to amend or cancel this RFI at any time.

SUBMISSION INSTRUCTIONS

B12. SUBMISSION DEADLINE

- B12.1 The Submission Deadline is 4:00 p.m. Winnipeg time, March 7th 2018.
- B12.2 The City Contact or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B12.1.
- B12.3 Information Submissions will not be opened publicly.
- B12.4 The Information Submission should be submitted enclosed and sealed in an envelope clearly marked with the RFI number and the Respondent's name and address.
- B12.5 Information Submissions submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.
- B12.6 Information Submissions shall be submitted to:
The City of Winnipeg
Corporate Finance Department
Materials Management Division
185 King Street, Main Floor
Winnipeg MB R3B 1J1

B13. INFORMATION SUBMISSION

- B13.1 The Information Submission should consist of the following components:
- (a) Form A: Request for Information Application (Section A);
 - (b) Experience of Respondent (Section B);
 - (c) Product Functionality, Specifications, Features, and Technical Details (Section C)
 - (d) Estimated Budget for Implementation and Operating Costs (Class 3: -20% to +30%) (Section D);
 - (e) In person or on-line demonstrations (Section E)
- B13.2 All requirements of the RFI should be fully completed or provided, and submitted by the Respondent no later than the Submission Deadline, with all required entries made clearly and completely.
- B13.3 All Submissions received in response to this RFI will be kept in confidence with the sole purposes of evaluating and developing the best possible strategic option for the City.
- B13.4 Submissions and the information they contain will be the property of the City upon receipt. No Submissions will be returned.

Format

B13.5 Respondents should submit one (1) unbound original (marked “original”) and six (6) copies.

- (a) Each requirement should be addressed in a separate section clearly marked with the corresponding letter.

B13.6 The City reserves the right to make additional copies of all Submissions for its internal review process.

B14. FORM A: REQUEST FOR INFORMATION APPLICATION (SECTION A)

B14.1 Further to B13.1(a), the Respondent should complete Form A: Request for Information Application, making all required entries.

B14.2 Paragraph 2 of Form A: Request for Information Application shall be completed in accordance with the following requirements:

- (a) if the Respondent is a sole proprietor carrying on business in his/her own name, his/her name shall be inserted;
- (b) if the Respondent is a partnership, the full name of the partnership shall be inserted;
- (c) if the Respondent is a corporation, the full name of the corporation shall be inserted;
- (d) if the Respondent is carrying on business under a name other than his/her own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.

B14.2.1 If the Submission is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B14.2.

B14.3 In Paragraph 3 of Form A: Request for Information Application, the Respondent shall identify a contact person who is authorized to represent the Respondent for purposes of this RFI.

B14.4 Paragraph 7 of Form A: Request for Information Application should be signed in accordance with the following requirements:

- (a) if the Respondent is sole proprietor carrying of business in his/her own name, it shall be signed by the Respondent;
- (b) if the Respondent is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
- (c) if the Respondent is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;
- (d) if the Respondent is carrying on business under a name other than his/her own, it shall be signed by the registered owner of the business name or by the registered owner’s authorized officials if the owner is a partnership or a corporation.

B14.5 The name and official capacity of all individuals signing Form A: Request for Information Application should be printed below such signatures.

B14.6 All signatures should be original.

B14.7 If a Submission is submitted jointly by two or more persons, the word “Respondent” shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Respondents in the Submission, shall be both jointly and several.

B15. EXPERIENCE OF RESPONDENT (SECTION B)

B15.1 Further to B13.1(b), Respondent should include:

- (a) details demonstrating the history and experience of the Respondent and Subcontractors in providing programming; design, management and contract administration services on up to three projects of similar complexity, scope and value.
- (b) Three (3) references for recent projects similar in size and scope. Each reference should consist of a company name, contact name, email address, phone number and a brief description of the project.

B16. PRODUCT FUNCTIONALITY, SPECIFICATIONS, FEATURES, AND TECHNICAL DETAILS (SECTION C)

B16.1 Further to B13.1(c), the Respondent should provide solutions for the following service request:

- (a) The vendor must be able to provide a list of the CAD systems that the alerting system has been interfaced to on other client sites
- (b) The system must comply with all requirements as outlined in NFPA 1221 Standard for Installation, Maintenance, and Use of Emergency Services Communications Systems 2016.
- (c) The alerting system shall be designed specifically for use as a fire paramedic station alerting system
- (d) Traffic will be passed from the CAD over the alerting system to the stations via an IP network
- (e) The alerting system will allow for failover capabilities in the event that the primary alerting server is down
- (f) The alerting system will provide a method for notifying the dispatcher of the success/failure of the system to complete the alert
- (g) The alerting system will be capable of alerting depending on the dispatch; by station, by group or by unit (Engine, Rescue, Ladder, Hazmat, Ambulance....)
- (h) The alerting system will be capable of alerting multiple units assigned to an incident but responding in different modes
- (i) There must be a method for the dispatchers to manually alert units, stations and groups in the event that the CAD system is not available.
- (j) The alerting system will have its own internal audio amplifiers with full remote volume control capability.
- (k) The system will be compatible with commercially available public address (PA) amplifiers.
- (l) The system will provide the ability to control (at each station) audible tones, lighting, relay activation as required (i.e. open/close bay doors)
- (m) The system will allow the system administrator to configure the alert components
- (n) If automated voice announcement is optioned, the announcement must include detailed dispatch information.
- (o) The system will allow the system administrator to create different announcement configurations based on a multitude of criteria including unit type.
- (p) The system will provide the ability to have 'escalating or 'ramping' audible tones
- (q) Automated voice announcement will commence immediately following the completion of the tones.
- (r) The system will only play unit-specific tones in the stations that those units are being dispatched from.

- (s) The system will include a method for interfacing with the WFPS radio system for both system redundancy and on-air dispatching
- (t) The system should allow for the integration of reader boards which can be configured to visually display dispatch information in real time
- (u) The system should allow for the integration of red light alerts throughout the station to visually alert crews of a call
- (v) Alerts should trigger a dispatch print of the incident and address
- (w) Describe implementation, training and support

B17. ESTIMATED BUDGET FOR IMPLEMENTATION AND OPERATING COSTS (SECTION D)

B17.1 Further to B13.1(d), Respondent should provide approximate budget (Class 3: -20% to +30%) breakdown for each system, implementation, training, and on-going operational licensing and support for the proposed solutions. Details on current component costing is desirable.

B18. IN PERSON OR ON-LINE DEMONSTRATIONS (SECTION E)

B18.1 Further to B13.1(e), the City may, in his/her sole discretion, interview Respondents.

B18.2 The City may, in his/her sole discretion, ask Respondents to provide product demonstrations to given scenarios.