



679-2019 ADDENDUM 1

REQUEST FOR PROPOSAL FOR IMPLEMENTATION AND SUPPORT OF A RECORDS MANAGEMENT SYSTEM AND A SCHEDULING AND TIME CARD SYSTEM FOR THE WINNIPEG FIRE PARAMEDIC SERVICE

ISSUED: August 12, 2019
BY: Linda Hathout
TELEPHONE NO. 204 - 391-5434

URGENT

PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE REQUEST FOR PROPOSAL

THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS

Template Version: Ar20160708

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.

PART B – BIDDING PROCEDURES

Revise: B2.1 to read:

B2.1 The Submission Deadline is 12:00 noon Winnipeg time, **August 30, 2019**.

PART D – SUPPLEMENTAL CONDITIONS

Revise D2 to read:

D2 BACKGROUND

- D2.1 The City of Winnipeg Fire and Paramedic Service (WFPS) is a combined Fire EMS service provider. The approximately 1,400 members of the WFPS – represented by five unions – provide 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 Shared Health (SH). The WFPS also provides inter-facility transport coordination as part of the agreement with the health authority.
- D2.2 The Fire Prevention Branch is charged with the protection of lives and property through the enforcement of 390 legislations and regulations pertaining to fire protection and life safety within buildings both public and private. There were 15,458 fire prevention inspections of property conducted in 2016.
- D2.3 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.
- D2.4 In 2015 telephone call volume was 136,343 9-1-1 and non-emergent EMS and fire calls and 99,124 inter-facility transport calls. There were 125,188 fires, EMS, and inter-facility transport incidents entered into the CAD system. All incidents are created in a CAD system then transferred to the RMS for reference. Incidents are responded to by seventy-four fire apparatus and 58 EMS resources situated in 31 fire and paramedic stations across the City.
- D2.5 Data on 911 calls, the responding WFPS service provided, investigations and fire prevention inspections are available to appropriate WFPS staff real time through a web portal. The operations branch continuously accesses these records to manage and monitor fire investigation and equipment reports. Administrators access

this data to follow-up on specific incidents or to look at fire and paramedic incident trends. Detailed EMS reports are stored in a separate EPCR system. Information regarding fire responses and fire inspections are entered in the field or at stations by fire fighters through a web portal. Specific incidents are exported and reported to the Office of the Fire Commissioner while other incidents are set to a billing system. A business intelligence tool is used for aggregate reporting.

- D2.6 The Winnipeg Fire Paramedic Service needs to replace its custom-built computer aided dispatch and information management system provided by Lynx Graphics Ltd. By 2021 all 911 systems will also need to be compliant with the first elements of Next Generation 911 requirements. The Contractor and system risk associated with Lynx Graphics Ltd mean that the status quo is not a sustainable long-term solution, especially when NG911 compliance requirements are factored in.
- D2.7 The following is a more detailed description of the individual operating systems that compose the computer aided dispatch and information management system:
- (a) Computer Aided Dispatch systems are the foundation of all 911 call centres. They have two core functions call taking and dispatch. The location of incoming incident and the type is recorded. The location of resources is tracked on a map and appropriate resources are assigned to an incident. Tire 1 CAD systems are used in major cities and have been designed to optimize navigation of the software and minimize human error.
 - (b) A records management system is used by most fire departments for long-term storage and retrieval of incidence information from the CAD. Follow-up reports on incidents are completed in the RMS and business analytic tools derive data from the RMS record set. It is also used for fire prevention efforts.
 - (c) A scheduling tool is needed to manage 24/7 shifts for fire and paramedic services. It needs to incorporate business rules such as the number of ACP paramedics needed on each shift with union and workplace health and safety guidelines. It also needs to help manage the ever changing rosters due to sick calls, training and vacation swaps. Lastly a scheduling tool ideally has a timesheet tool that helps minimize time sheet entry errors through integrated business rules. A good scheduling tool will save the department .5 FTE clerical staff and 10 hours a week of supervisor time.
 - (d) A station alerting system receives a message from the CAD and broadcasts the message on the radio and or at a station with crews who have been dispatched to the call. It is an essential component of emergency response management and needs to be very robust. New automatic text to speech features will eliminate any hesitation by the dispatch and provide consistency in dispatch instructions. Improved technology at the stations will better communication the type and location of calls. Both features have been proven to improve response times.
 - (e) The Automatic Vehicle Location system is a feature required in all emergency response apparatus. It can be communication by radio or cellular. Without these tracking systems, the communication centre would not know where resources are and could not dispatch the closest vehicles. An upgraded cellular based system would allow the traffic management centre to chance intersection signals ahead of a vehicle driving with lights and sirens.
 - (f) Interfacility patient transportations present a unique challenge to all paramedic services. A tool is required to help schedule these calls, optimize ambulance trips and to collect the required information to ensure a safe medical transportation service. There is software that interfaces with the CAD system to support requirement.
 - (g) Precepting and competency tracking: is a critical tool used by the paramedic and fire academy to manage, assess and track newly trained staff skill development, It is also used to monitor and track competency refresher training for all staff.
 - (h) Resource Deployment tool: A lot of valuable information exists within historic CAD data that influences dispatching rules. Dispatching rules are applied based on current conditions and dispatchers are frequently required to manually assess conditions and to apply the rules as best as possible. There are many factors to consider. A real-time analytics tool can be used to optimize resource deployment based on current conditions and known historic patterns. It can also be used to make recommendations to move the location of existing resources based on the behavior of other resources. The outcomes are better response times and resource use.
- D2.8 Funding for all these projects was received in 2019 and anticipate being implemented by mid year 2021.

- D2.9 The components of the RMS system are:
- (a) Storage and access to detailed incident information from the CAD system
 - (b) Field reporting post fire and fire prevention field report
 - (c) The application of business rules to manage and schedule fire prevention inspections
 - (d) Web-based query tool accessible from the field and from desktops
 - (e) An interface with Amanda to receive initial property information
 - (f) Fire Inspection reports exported to SCRIBE for invoicing
 - (g) An interface with PeopleSoft ERP system to access personal data
 - (h) Data available for local customized forms
 - (i) Fire investigation data exported to the Office of the Fire Commissioner
 - (j) FirstWatch interface with RMS to provide business intelligence
- D2.10 The components of the Scheduling system are:
- (a) Personnel – interface with departmental PeopleSoft ERP HR system
 - (b) Time Card – interface with departmental PeopleSoft ERP HR system
 - (c) A Leave Module that allows for entry and tracking of vacation leave
 - (d) Fire Roster interface with PeopleSoft ERP HR system
 - (e) EMS Roster interface with PeopleSoft ERP HR system
 - (f) Staff self-serve shift swapping
- D2.11 The current Record Management and Scheduling system information technology support is provided by a combination of City of Winnipeg staff and Contractor personnel.
- D2.12 The City intends to implement Hexagon CAD by Q1 2021. The RMS and Scheduling software must be ready to go-live concurrently.

Revise: D3.1 to read:

- D3.1 The Work to be done under the Contract shall consist of implementation and support of an RMS and Scheduling/Time Card software. Support includes the first year of maintenance and upgrades starting from the date of installation, with the option of ongoing annual operating support including but not limited to license renewal, maintenance and updates, with the option of ten (10) mutually agreed upon one (1) year extensions.

This work shall be in conjunction with the computer aided dispatch and information management system replacement project. The implementation work should start after date of award in accordance with implementation of Hexagon CAD software.

PART E – SPECIFICATIONS

- Revise: E2.1 to read: The Contractor shall provide a software and service in accordance with the requirements hereinafter.
- Revise: E3.1 to read: The Contractor shall provide a software and service in accordance with the requirements hereinafter.

QUESTIONS AND ANSWERS

- Q1: When would WFPS like to have a project kick-off?
- A1: The City intends to have a kick-off meeting in January, 2019.

Q2 Does the agency have a preference regarding a vendor hosted or on-site hosted solution?

A1: On-site hosted solution.