FORM N: Non-Mandatory Requirements

Instructions for filling out Form N: Non-Mandatory Requirements

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

PROPOSAL INSTRUCTIONS

1. **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. 733-2020 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. 733-2020 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. 733-2020 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.

2. For each requirement in which the City has noted as "Please Describe", and/or asked specific questions, Bidder shall include additional information, referencing the specific Ref #, at the end of the section and/or as appendices. **Ref # is highly important to ensure linkage between requirement and description.**

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.

Requirement Description	Category	Requirement Category	Proponent Response (Y, C, F, 3, N)
1	Directory Services - Configuration	The Solution should support password management capabilities including notification of pending password expiry and password change.	
2	Privacy – Confidentiality	The Solution should contain mechanisms to display customizable confidentiality notices to the end user.	
3	Privacy – Audit	The Solution should have audit reporting tool with pre-set and customizable reporting function.	
4	Privacy – Audit	The Solution audit logs should contain: - The user ID of the accessing user; - The user's role; - The organization of the accessing user (especially where an individual accesses information on behalf of more than one organization); - The function performed by the accessing user; - A time stamp.	
5	Privacy – Audit	The Solution should support exporting of audit reports in the following formats: - Microsoft Excel (.XLS/.XLSX) - Text files (.TXT) - Comma-separated Values (.CSV) - Adobe Portable Document Format (.PDF) - XML files (.XML)	
6	Privacy – Audit	The Solution should contain tools for analyzing logs and audit trails to allow the identification of patterns of misuse and all users who have accessed or modified record(s) over a given period of time.	
7	Privacy – Audit	The Solution's audit subSolution should be highly available and configurable to function regardless of Solution availability.	
8	Privacy – Audit	The Solution should contain a mechanism to support long term archiving of audit information based on a configurable time period.	
9	Security – Monitoring	The Solution should contain tools that support the on-going monitoring of Solution capacity.	
10	Security – Monitoring	The Solution should provide application health status alerts to facilitate SNMP monitoring or similar technology.	
11	Security – Encryption	The Solution should enforce CoW-approved encryption mechanisms to store and transmit credentials.	
12	Access Management – Authorization	The Solution should ensure any changes to a user's role and/or Solution access to be immediately reflected.	
13	Access Management – Authorization	The Solution should enforce the concept of separation of duties by providing segregation of	

		administrative functions from other Solution functions and /or workflows.	
14	Access Management – Authorization	The Solution should have administrative ability to view all plans.	
15	Access Management – Authorization	The Solution should enforce user password changes when a password is initially set, or is reset by an administrative user, such that the administrative user remains unaware of end users credentials.	
16	Access Management - Authorization	The Solution should contain a mechanism to automatically deactivate user accounts which have been inactive over a configurable time period.	
17	Access Management - Authorization	The Solution should contain a reporting function that generates a report of access privileges for all users or types/roles of users.	
18	Access Management - Authorization	The Solution should support standards-based second factor authentication mechanisms in the event that access to the Solution is required from non-CoW networks.	
19	Access Control - Configuration	The Solution should contain a mechanism to detect and limit an end user from establishing multiple concurrent sessions.	
20	Access Control - Configuration	The Solution should support the CoW password standards through configurable functions which can enforce password strength, password expiry and ability to prevent the reuse of prior passwords.	
21	Access Control - Configuration	The Solution should contain a mechanism to suspend or cancel a user session after a configurable period of inactivity.	
22	Cloud-Based Considerations – Quality of Service	The Solution should provide best practice processes and procedures for quality control, information correction, audit and business continuity.	
23	Cloud-Based Considerations – Quality of Service	The Solution should have published performance benchmarks.	
24	Cloud-Based Considerations – Quality of Service	The Solution should be supported by Service Level Agreements that include how targets will be measured and target reporting content and frequency.	
25	Cloud-Based Considerations – Data Governance	CoW data should be available for audits, investigations and information access requests.	
26	Cloud-Based Considerations – Data Governance	The Solution should be located at a secure and geographically / politically stable location.	
27	Cloud-Based Considerations – Data Governance	The Solution should have the ability to confine data storage and processing to specified geographical locations, if so requested by CoW.	

28	Cloud-Based Considerations – Data Governance	The Solution should have the ability and processes to sanitize data to ensure that CoW data can be expunged from storage media throughout the service lifecycle.	
29	Cloud-Based Considerations – Privacy, Security, and Confidentiality	Information security controls leveraged by the Solution should be certified through a SSAE16 / SOC2 audit or similar methodology.	
30	Cloud-Based Considerations – Privacy, Security, and Confidentiality	The Solution should have defined all parties, including subcontractors, subsidiaries, service providers, agents and employees or any third parties involved in delivering of the services.	
31	Cloud-Based Considerations – Privacy, Security, and Confidentiality	The Solution should have identity and access management processes and controls in place to ensure appropriate user access to the Solution.	
32	Risk Assessment	The Solution should have a customizable definition of the scope of the assessment to align with CoW language.	
33	Risk Assessment	The Solution should have an integrated risk matrix, which is hazard specifid and based on likelihood and impact, available in a visual format.	
34	Risk Assessment	The Solution should have a customizable risk formula and ratings that may be aligned with CoW language.	
35	Risk Assessment	The Solution should have risk assessments available at several different levels, including procedural, departmental, etc.	
36	Risk Assessment	The Solution should have establish definitions of risk ratings integrated into the risk assessment.	
37	Risk Assessment	The Solution should have a quantifiable impact scoring scale that demonstrates the degree of severity should a function be lost.	
38	Risk Assessment	The Solution should be inclusive of and identify risks pertinent to our geographical location and business line.	
39	Risk Assessment	The Solution should integrate the quaitfable impact with risk probability to provide quantifiable output on a scale of rating.	
40	Risk Assessment	The Solution should classify risks into categories such as natural, technological, human-cause, security, proximity, cascading risk and reputational.	
41	Risk Assessment	The Solution should assign colors and ranks to levels of risk in the risk matrix.	
42	Business Impact Analysis	The Solution should establish timeframe and description for outage impact.	
43	Business Impact Analysis	The Solution should describe Recovery Time Objective and Recovery Point Objective.	
44	Business Impact Analysis	The Solution should be able to host a visual Map of city occupied locations, site, number of personnel.	

45	Business Impact Analysis	The Solution should allow for a customizable list of Minimum operational business requirements per business line.	
46	Business Impact Analysis	The Solution should allow for describing unique business line Requirements for each individual business unit.	
47	Business Impact Analysis	The Solution should allow for internal and external dependancies mapping, interconnected visually throughout all plans to easily identify common dependancies.	
48	Business Impact Analysis	The Solution should allow Ability to edit definitions to match corporate terminology.	
49	Business Impact Analysis	The Solution should allow for a description field for applicable strategies developed for function outages.	
50	Business Impact Analysis	The Solution should allow for the ability to quantify the implementation of strategies based on feasibility, and output numerical risk indicator for ranking purposes.	
51	Business Impact Analysis	The Solution should allow for the ability to map dependencies to locations, processes, and software/hardware.	
52	Business Impact Analysis	The Solution should allow for the ability to indicate timing dependencies - monthly, quarterly, daily, etc.	
53	Business Impact Analysis	The Solution should allow for the customization of RTO (Recovery Time Objective) and RPO (Recovery Point Objective) categories.	
54	Incident Management Solution	The Solution should allow for a visual linkage map from the business continuity plan with location details (for example all BCP's associated to the same address).	
55	Incident Management Solution	The Solution should allow for a tracking Solution for actions conducted by various roles in response to an incident.	
56	Incident Management Solution	The Solution should allow for all actions associated with a response to go through workflow process that can be customized.	
57	Incident Management Solution	The Solution should allow for the ability to view closed/completed actions.	
58	Incident Management Solution	The Solution should allow for an export report for all actions assigned to one incident.	
59	Incident Management Solution	The Solution should allow administrative rolls the capability to manage and Create Teams by assigning users/roles/positions.	
60	Incident Management Solution	The Solution should allow for a position log for roles with multiple assigned users that all users with the same role can view and edit.	

The City of Winnipeg
RFQ No. 733-2020

Form N
Page 6 of 8

61	Incident Management Solution	The Solution should have a document Library for incident related documents, especially new documents created and related to the incident.	
62	Incident Management Solution	The Solution should encompass an after action review section for capturing issues from all participants and providing recommendations for process changes.	
63	Incident Management Solution	The Solution should encompass a file library to house standard forms and templates, which can be accessed and saved into new versions within an incident.	
64	Incident Management Solution	The Solution should allow for the ability to upload documents into file libraries.	
65	Incident Management Solution	The Solution should have a method of communication for interoperability between teams (ex. Email, chat) assigned to an incident	
66	Incident Management Solution	The Solution should be compatible with GIS mapping file type, specifically with GeoMedia and ESRI.	
67	Incident Management Solution	The Solution should allow for the ability to export map files or images as PDF.	
68	Incident Management Solution	The Incident management module should support a minimum 50 user accounts.	
69	Business Functions and Strategies	The Solution should allow for the ability to define business functions by individual business units.	
70	Business Functions and Strategies	The Solution should allow business units the ability to rank business functions in order of importance.	
71	Business Functions and Strategies	The Solution should enable the building of action checklists for indidivudal business units.	
72	Business Functions and Strategies	The Solution should enable employee lists with contact information (uploaded from an excel sheet and/or directly from PeopleSoft software).	
73	Business Functions and Strategies	The Solution should allow for team lists in excel format to be uploaded with associated employee, with role outlined.	
74	Business Functions and Strategies	The Solution should allow for notification lists and priorities for contact information.	
75	Business Functions and Strategies	The Solution should enable a list of all available alternate locations for busiess units.	
76	Business Functions and Strategies	The Solution should allow for all business units to define their required equipment.	

77	Business Functions and Strategies	The Solution should allow for vendor management lists for business units.	
78	Business Functions and Strategies	The Solution should allow for an easy method to link to associated contracts or MOUs with suppliers for individual business units.	
79	Business Functions and Strategies	The Solution should have the ability to cross reference lists with assignments and alert of any conflicts (ie. One location is the alternate location for 5 units would be raised as a conflict).	
80	Business Functions and Strategies	The Solution should enable lists to have multiple, customizable fields and be linkable to other lists, without creating a circular reference.	
81	General	The Solution should allow for the ability to login from app using single user sign-on (using CoW credentials as previously mentioned).	
82	General	The Solution should have the capability for users to login and view/edit plans from app availabe on android and iOS.	
83	General	The Solution should ideally host a mass notification function through SMS for all CoW employees.	
84	General	The Solution should allow for adminstrators to verify electronic signoff of different plan areas: BIA, risk assessments, by plan owners, as individual portions of the plan become approved.	
85	General	The Solution should allow for the ability to assign independent due dates to various sections of plans, by business unit.	
86	General	The Solution should allow adminstrators the ability to track various plan progression levels including completion, review and sign off.	
87	General	The Solution should allow for administrators the ability to flag reminders and past due sections to plan coordinators.	
88	General	The Solution should have a reporting tool with pre-set and customizable reporting functions that may be customized by the administrators.	
89	General	The reporting function should have the ability to provide graphical reports, for example demonstrating how many plans are complete by department.	
90	General	The Solution should benefit greatly from having integration potential with Enterprise Risk Management software and EOC collaboration suite.	
91	General	The Solution should ability to interface directly with PeopleSoft to interface directly with PeopleSoft, to access contact lists and employee job descriptions.	
92	General	The Solution should support a minimum of 25 departmental plans.	

93	General	The Solution should allow for a mechanism for plan owners to sign off on the departmental plans, for example either could be with plan owner accounts or with emails.	
94	General	The Solution should have an easy-to-use, mobile friendly interface.	
95	General	The Solution should allow for the ability to import/export data files (for example in .xlsx, .csv, .pdf, etc. formats) if not able to load directly from the source.	
96	General	The Solution should have the ability to interface with partner-related software, ex. Incident management software, mass notification, etc.	
97	Technical	The Solution should operate on a standard industry-recognized operating system.	
98	Technical	The Solution should provide a smart phone interface capable of working on iOS, Android Marshmallow (6.0).	
99	Technical	Any Web App or Web Interface should operate in modern browsers including Safari, Firefox, Internet Explorer, Microsoft Edge, Google Chrome.	
100	Technical	The Solution should be capable of transmitting alerts and notification via SMS, SMTP, EMTP or commercial paging.	
101	Technical	The database should be on a standard industry-based database.	
102	Technical	The Solution should support importing and exporting in XML.	
103	Corporate	The Solution should support/provide a Canadian user conference.	