



THE CITY OF WINNIPEG

EXPRESSION OF INTEREST

EOI NO. 110-2021

**REQUEST FOR INFORMATION FOR PROVISION, IMPLEMENTATION AND
SUPPORT OF A MULTIMEDIA RECORDING MANAGEMENT SOLUTION**

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PART B - REQUEST FOR EXPRESSION OF INTEREST

B1. DEFINITIONS

B1.1 When used in this Expression of Interest:

- (a) "**Business Day**" means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
- (b) "**Calendar Day**" means the period from one midnight to the following midnight;
- (c) "**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;
- (d) "**City Contact**" means the City's representative throughout the duration of the Expression of Interest who has the authority to act on behalf of the City to the extent expressly provided for in this Expression of Interest.
- (e) "**City Council**" means the Council of the City of Winnipeg;
- (f) "**Class 3**" means preliminary budget estimate (Class 3: -20% to +30%)
- (g) "**may**" indicates an allowable action or feature which will not be evaluated;
- (h) "**must**" or "**shall**" indicates a mandatory requirement which will be evaluated on a pass/fail basis;
- (i) "**NG9-1-1**" means Next Generation 9-1-1
- (j) "**PSAP**" means Public Safety Answering Point where 9-1-1 calls are received.
- (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 EOI Submission in response to this Expression of Interest;
- (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 Expression of Interest 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) "**WPS**" means the Winnipeg Police Service, a department of the City of Winnipeg.

B2. BACKGROUND

B2.1 The Winnipeg Police Service is a department in the City of Winnipeg with over 2000 employees. It is also the Primary PSAP for the City of Winnipeg answering all incoming 9-1-1 calls placed in the City of Winnipeg and performs call handling and dispatch services for the Winnipeg Police Service. The PSAP also handles all incoming calls to the Winnipeg Police Service non-emergency line. The WPS has two PSAP facilities, one primary and one alternate location. The PSAP receives over 500,000 calls from the public annually.

B2.2 In accordance with Canadian NG9-1-1 migration timelines, the Winnipeg PSAP will be migrating to an NG9-1-1 platform before the mandated legacy technology decommissioning deadlines as outlined by the CRTC (Canadian Radio-television and Telecommunications Commission). As such, the Winnipeg Police Service (WPS) will require a Multimedia Recording Management Solution to support the technology change, including information on the following:

- (a) Compliance with NENA NG9-1-1 Standards

- (b) Quality Assurance and analytics modules
- (c) Multimedia recording options including text, picture and video
- (d) Further information on artificial intelligence modules

B3. PURPOSE OF THE EXPRESSION OF INTEREST DOCUMENT

- B3.1 The purpose of this Expression of Interest (EOI) is to identify experienced and capable Respondents who have experience in the provision, implementation, and support for a Multimedia Recording Management Solution for The Winnipeg Police Service.
- B3.2 The City invites qualified individuals to submit an Information Submission in response to this EOI.
- B3.3 After receiving the Submissions to this EOI, the City will review all Submissions received and use the information to make an informed decision which may proceed to a Request for Qualification and/or Request for Proposal, and further in the development of specifications.

B4. SCHEDULE

- B4.1 The City intends to:
- (a) review the Information Submissions and schedule demonstrations of Respondent's product(s) by April 2021;
 - (b) have any applicable demonstrations by April 2021.
- B4.2 Details on the RFQ/RFP schedule may be provided to the Respondents at the completion of the EOI 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 EOI 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 EOI 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.
- B5.8 Any enquiries concerning submitting through MERX should be addressed to:
MERX Customer Support
Phone: 1-800-964-6379

Email: merx@merx.com

B6. CITY CONTACT

B6.1 The City Contact is:

Tara Weiss

Telephone No. 204-390-2520

Email: tweiss@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 EOI, 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.

B7.3 Addenda will be available on the MERX website at www.merx.com.

B7.3.1 The Respondent is responsible for ensuring that he/she has received all addenda and is advised to check the MERX website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.

B7.4 The Respondent should acknowledge receipt of each addendum on Form A: Expression of Interest Application.

B8. CONFLICT OF INTEREST AND GOOD FAITH

B8.1 Respondents must not include among their team, any business entity or individual who is, or is associated with, in any way, any consultant retained by the City in relation to the Project, including but not limited to consultants providing engineering, architectural, legal, process, finance or financial capacity advice or any Person likely to create a conflict of interest or a perception of conflict of interest.

B8.2 If a Respondent considers that a particular relationship or association does not create a conflict of interest and will not create a perception of conflict of interest, but is concerned that the City could arrive at a different conclusion, the Respondent should fully disclose the circumstances to the City at the earliest possible date, and request that the City provide an advance interpretation as to whether the relationship or association will be likely to create a conflict of interest or a perception of conflict of interest.

B8.3 The Respondent declares that in submitting its response to this EOI, it does so in good faith and will disclose to the best of its knowledge, whether there are any circumstances whereby any member of Council or any officer or employee of the City would gain any pecuniary interest, direct or indirect, as a result of the Respondents participation in this Project.

B8.4 Failure to comply with this provision may result in disqualification of your Submission from the EOI process or, if the City becomes aware of your breach of this provision after the EOI has been issued, disqualification from the subsequent procurement process.

B9. CONFIDENTIALITY

B9.1 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 Contract Administrator. The use and disclosure of the confidential information shall not apply to information which:

- (a) was known to the Respondent before receipt hereof; or
- (b) becomes publicly known other than through the Respondent; or
- (c) is disclosed pursuant to the requirements of a governmental authority or judicial order.

B9.2 The Respondent shall not make any statement of fact or opinion regarding any aspect of the EOI to the media or any member of the public without the prior written authorization of the City Contact.

B10. NON-DISCLOSURE

B10.1 Respondents must not disclose any details pertaining to their EOI 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 without the prior written approval of the City.

B10.2 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 EOI solicitation, may lead to disqualification in any subsequent procurement process.

B11. RESPONDENT'S COSTS AND EXPENSES

B11.1 Respondents are solely responsible for their own costs and expenses in preparing and submitting an Information Submission and participating in the EOI, including the provision of any additional information or attendance at meetings or demonstrations of the product(s).

B12. NO CONTRACT

B12.1 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 EOI, and that no legal obligations will arise. The City will have no obligation to enter into negotiations or a Contract with a Respondent.

B12.2 Without limiting the generality of the foregoing, the City reserves the right and the full power to amend or cancel this EOI at any time.

SUBMISSION INSTRUCTIONS

B13. SUBMISSION DEADLINE

B13.1 The Submission Deadline is 12:00 noon. Winnipeg time, March 8th, 2021

B13.2 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 B13.1.

B13.3 The Information Submission shall be submitted electronically through MERX.

B13.3.1 Information Submissions will **only** be accepted electronically through MERX.

B13.4 Any cost or expense incurred by the Respondent that is associated with the preparation of the Information Submission shall be borne solely by the Respondent.

B14. INFORMATION SUBMISSION

B14.1 The Information Submission should consist of the following components:

- (a) Form A: Expression of Interest 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)
- B14.2 All requirements of the EOI 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.
- B14.3 All Submissions received in response to this EOI will be kept in confidence with the sole purposes of evaluating and developing the best possible strategic option for the City.
- B14.4 Submissions and the information they contain will be the property of the City upon receipt. No Submissions will be returned.
- B14.5 The Respondent is advised 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).
- B14.5.1 To the extent permitted, the City shall treat as confidential information, those aspects of a Proposal Submission identified by the Respondent as such in accordance with and by reference to Part 2, Section 17 or Section 18 or Section 26 of The Freedom of Information and Protection of Privacy Act (Manitoba), as amended.

B15. FORM A: EXPRESSION OF INTEREST APPLICATION (SECTION A)

- B15.1 Further to B14.1(a), the Respondent should complete Form A: Expression of Interest Application, making all required entries.
- B15.2 Paragraph 2 of Form A: Expression of Interest 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.
- B15.2.1 If the Submission is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B15.2.
- B15.3 In Paragraph 3 of Form A: Expression of Interest Application, the Respondent shall identify a contact person who is authorized to represent the Respondent for purposes of this EOI.
- B15.4 Paragraph 6 of Form A: Expression of Interest 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.

B15.5 The name and official capacity of all individuals signing Form A: Expression of Interest Application should be entered below such signatures.

B15.6 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.

B16. EXPERIENCE OF RESPONDENT (SECTION B)

B16.1 Further to B14.1(b), Respondent should include:

- (a) details demonstrating the history and experience of the Respondent in Public Safety deployment, 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 in a Public Safety agency. Each reference should consist of a company name, contact name, email address, phone number and a brief description of the project.

B17. PRODUCT FUNCTIONALITY, SPECIFICATIONS, FEATURES, AND TECHNICAL DETAILS (SECTION C)

B17.1 Further to B14.1(c), the Respondent should provide

(a) Overview

- (i) Provide an overview of the Multimedia Recording Management Solution, including available Quality Assurance and analytics modules, and comment as to whether all components of the solution are compliant with NENA NG911 standards.
- (ii) Describe the hardware and software components of the recording solution, indicating whether virtual or cloud solutions are utilized. Include the licensing model and redundancy options.
- (iii) Describe the recording solution's features such as ability to play legacy audio recordings, ability to record text messages, photos and videos, speech to text conversion, and web-based client consoles.
- (iv) Detail any advanced features your solution may have over other vendors in this space, especially in consideration of NG911.
- (v) Does the Multimedia Recording Management Solution make use of Artificial Intelligence (AI) in its analytics or quality assurance modules? Provide details.

(b) System Hardware and Software Network

- (i) Provide a schematic diagram of the physical components of Multimedia Recording Management Solution including rack drawing, data centre foot print, power, UPS and HVAC requirements.
- (ii) Does the solution rely upon existing IT infrastructure components such as a database server, Active Directory, network storage array, master clock system or other?
- (iii) Describe the system's onsite redundancy configuration as well as a redundancy configuration between two systems, each at a different geographic location.
- (iv) Is there any reliance on cloud based technology for any of the components in the solution, whether hardware (recorder) or software (analytics or quality assurance modules)?
- (v) Provide details regarding the physical and/or virtual components in the Multimedia Recording Management Solution such as whose physical hardware, operating system, database, virtualization and cloud technology is utilized.

- (vi) Can the Multimedia Recording Management Solution guarantee a 99.999% uptime over the course of one year?
- (vii) In the event of an inadvertent powering off, can the recorder automatically restart and continue recording without user intervention?
- (viii) Describe the system's security by use of a hierarchy of privilege levels based upon user IDs and group memberships; are users accounts enrolled and controlled by Active Directory?
- (ix) Describe the Multimedia Recording Management Solution's ability to record encrypted audio from numerous popular vendors such as Cisco, Harris and Motorola Solutions.

(c) System Interfaces

- (i) Provide a list of vendor interfaces that have been developed, are deployed and are currently in use with customers for the below 5 software systems
- (ii) Describe in detail the solutions ability to interface with each of the following 5 software systems, highlighting any existing interfaces, the capabilities of the interface and any additional network diagrams or metadata:
 - ◆ 9-1-1 telephony Integration: Hosted Motorola Vesta Version 7.2 call handling solution
 - ◆ CAD Integration: Hexagon Version 9.4
 - ◆ Radio System Integration: Harris P25 Phase
 - ◆ VoIP PBX Integration: on-premise Cisco VoIP PBX solution
 - ◆ Analog Telephony System Integration: hosted Centrex system (an analog PBX, similar to a "POTS" system)
- (iii) Describe the Multimedia Recording Management Solutions ability to record encrypted audio from the above 5 software systems, noting that most encryption algorithms are proprietary.
- (iv) With the advent of NG911, all systems interfacing with the recorder will be generating a great deal more data. Explain how the Multimedia Recording Management Solution will receive, process and store the large amounts of data expected with NG911.
- (v) Does the solution have an existing interface with the AQUA/ProQA application (AQUA VR integration)?

(d) Security, Alerts and Auditing

- (i) Describe the security capabilities of the system including secure login and hierarchy of users and groups, protection and verification of stored recordings, encryption and security measures employed at interfaces.
- (ii) Describe the solutions ability to protect against ever increasing cyber threats such as ransomware and denial of service attacks.
- (iii) Provide details of the solutions ability to send alarms for system performance and system errors. What transport mechanism is used to send messages to administrators. Are error messages stored in a searchable log file?
- (iv) Describe the systems audit capabilities such tracking various types of user activity and system access, monitoring of hardware issues and warnings of unauthorized access attempts.

(e) Search/Playback and Media Copy Functionality

- (i) Describe in detail the search functionality of your solution including, but not limited to:
 - (i) Time/date/agent/event type/talk time/Talk Group ID/Radio ID, etc.
- (ii) Describe the customizability and display of the search and playback features.
- (iii) Describe how the system tracks and/or attaches different media sources (text, pictures, video) to the audio for playback.

- (iv) Does the solution offer ad hoc recording; explain.
 - (v) Does the solution have the ability to access all audio files across all recorders in multiple locations in a centralized manner; explain.
 - (vi) Describe the solution's ability to copy, save and send media files (including audio, text, picture and video) including what formats the media can be saved as.
 - (vii) Describe the redaction capabilities.
 - (viii) Describe the ability of the solution to protect the integrity and authenticity of original recordings.
- (f) Quality Assurance, Incident Reconstruction and Analytics**
- (i) Does the solution offer Quality Assurance software; explain?
 - (ii) Does the solution comply with the latest APCO/NENA standards for QA/QI?
 - (iii) Describe the automated process for evaluation, forms and feedback; what, if any, manual intervention is required by the evaluator
 - (iv) Describe all of the systems the solution can pull from and how they link together.
 - (v) Does the solution offer an automated selection of calls for review based on specified criteria; explain?
 - (vi) Does the solution provide intuitive graphical scoring techniques and reporting tools; explain?
 - (vii) Does the solution offer an incident reconstruction feature; explain including what and how all pieces are included from different systems?
 - (viii) Describe all systems able to be included in the incident reconstruction (telephone, radio, location data, etc.).
 - (ix) Describe in detail the solution's Analytics.
 - (x) Does the solution have the ability to integrate and link CAD and Call Handling Software data; explain?
 - (xi) Does the solution incorporate internal and external artificial intelligence tools into the solution (e.g. Behavioral analytics, Sentiment Analysis, etc.); explain?
- (g) Instant Recall and Live Monitoring**
- (i) Describe the Instant Recall (call check) capabilities of the Multimedia Recording Management Solution including all features it may have such as browser-based client console, user access control, quick search filters and mapping options.
 - (ii) Provide details of the Multimedia Recording Management Solution's ability to allow real time monitoring of calls. Describe all live monitoring features.
- (h) Training, Support and Maintenance**
- (i) Describe the support model for the Multimedia Recording Management Solution hardware and software. Include warranty and extended warranty options. Include parts, support and on-site service.
 - (ii) Provide information on all forms of support offered for hardware and software issues including telephone, online, on-site and remote access by the vendor.
 - (iii) Advise if on-site support is available locally and whether it is provided by a third party or not. Is 24/7 support available?
 - (iv) Describe the current process used to deploy patches and software version updates to the Multimedia Recording Management Solution hardware and software.
 - (v) Where is the current solution in its product life cycle?
 - (vi) Describe the training provided including methods of delivery.

B18. ESTIMATED BUDGET FOR IMPLEMENTATION AND OPERATING COSTS (SECTION D)

- B18.1 Further to B14.1(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.

B19. IN PERSON OR ON-LINE DEMONSTRATIONS (SECTION E)

- B19.1 Further to B14.1(e), the City may, in his/her sole discretion, interview Respondents.
- B19.2 The City may, in his/her sole discretion, ask Respondents to provide product demonstrations to given scenarios.