Appendix D.2 - Proponent Requirements Form

| **ID** | **Requirement** |  |
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| P-1 | Proponent should include the following information about their organization:* a Proponent profile including the correct legal name of the proposing entity and a brief history of their organization,
* identify the members of the consortium (if applicable) and the Prime Respondent who will be responsible for the contract negotiations with the Corporation,
* the Proponent’s fields of expertise, with emphasis on those relevant to this RFP,
* access to account management personnel assigned to the City,
* the number of professional staff,
* number of years in business,
* identify office presence and size of customer-based market in Canada,
* ability for support teams to work within ADT (Atlantic Daylight Time),
* location of head office, data centers, service centers, and help desks.
 | High |
| Response: |
| P-2 | Proponent should provide references and evidence of experience implementing similar systems by referencing two (2) relevant projects, operating successfully, and supported for clients since January 1, 2016.References should be of similar size, scope, and complexity as this project, and must directly relate to the software that is proposed as a solution for this project. In the case of multiple suppliers and products, the references must reflect the utilization of the primary products proposed.For each reference include:* name of client organization,
* confirmation of each client’s willingness to be contacted for reference checking,
* name, title, and telephone number of client contact,
* description of the project,
* number of Proponent resources (including subcontractors) on the project,
* number of users,
* dollar value of the contract to the Proponent,
* start and end dates of the project design, construction, and implementation phases, as well as any ongoing activities.
 | High |
| Response: |
| P-3 | Proponent should provide references and evidence of experience integrating similar systems with an Enterprise Resource Planning (ERP) system by referencing two (2) relevant projects, operating successfully, and supported for clients since January 1, 2016. **Proponents may include the same references from P-2.**For each reference include:* name of client organization,
* confirmation of each client’s willingness to be contacted for reference checking,
* name, title, and telephone number of client contact,
* description of the ERP system which was integrated with and the nature of the integration.
 | High |
| Response: |
| P-4 | Proponent should provide a summary of the organizational structure suggested for the project and descriptions of proposed resources.The response should include:* organizational chart that identifies all proposed resources, including relevant City of Saint John resources,
* roles and responsibilities of each proposed resource,
* any subcontractors,
* expectations regarding City staff.
 | High |
| Response: |
| P-5 | Proponent should provide an implementation and configuration plan which identifies the Proponents approach to implementing their solution. The Proponent should describe how they propose to work with the appropriate teams to manage the implementation and infrastructure changes related to the integration of City systems with the Proponent’s solution. The plan should also identify key deliverables, milestones, expectations of City staff, and system / integration testing program.  | High |
| Response: |
| P-6 | Proponent should provide a comprehensive training program for the solution and underlying infrastructure and technologies. Describe the training program, including the number and type of training engagements, and expectations of City staff. | High |
| Response: |
| P-7 | Proponent should provide a post-implementation support and maintenance plan for the solution and underlying infrastructure and technologies. Describe the support and maintenance plan, including expectations of City staff. | High |
| Response: |
| P-8 | Proponent should submit an architecture diagram of the proposed solution. The architecture should, at a minimum, describe:* If the system will be Software as a Service (SaaS) or On-Premises.
* Import and/or export of information between integrated systems. Integration with the following systems is preferred. Proponents should clearly indicate if integration with these systems is not feasible or is not believed to be in the City’s best interest.
	+ ESRI ArcGIS:
		- ArcGIS Enterprise (v 10.9.1)
		- ArcMap (v 10.8.1)
		- ArcGIS Pro (v 2.9.0)
		- ArcGIS Reader (v 10.8.1)
	+ MicroPaver (v 7.011)
	+ GraniteNet (v 5.3.0)
	+ ClearRisk (v 1.0)
	+ Motorola’s Customer Relationship Manager (CRM) (v 4.5.2)
* Estimated storage requirements of the system, including storage specifications (if applicable).
 | High |
| Response: |
| P-9 | Proponent should indicate which standards they adhere to. Examples include SOC 70, CICA 3416, ISO 9001, ISO 27001, ISO 27018, IES 27001, EUAC. Proponents should indicate:* Which standards they are certified in.
* Use of internal or external auditors.

Proponent should provide the City with copies of relevant and a copy of their audit results. | Medium |
| Response: |
| P-10 | The Proponent should have a documented incident response protocol including: * identifying a point of contact for receipt and tracking of incidents identified by the City or Proponent,
* joint process to determine criticality and prioritize the incident,
* notification of approval or rejection for discretionary incident and escalate and re-route incidents.

Describe the incident management framework in place. | High |
| Response: |
| P-11 | Proponent should provide copies of their standard Service Level Agreements, commitments to service availability, policy regarding notification of upgrades, and policy regarding version currency. | Low |
| Response: |
| P-12 | The City of Saint John expects to have total ownership over its data. The Proponent should provide policies and procedures on data ownership to support the City’s position. Describe how the Proponent will ensure the City will have ownership over its data. | Medium |
| Response: |
| P-13 | Proponent should provide privacy and security breach policies and describe the reporting process for any breach of data affecting the City. | Medium |
| Response: |
| P-14 | Proponent should have the technical, physical, and organizational measures to protect data against accidental or unlawful destruction, alteration, unauthorized use, modification, disclosure, or access. Describe what measures are in place. | Medium |
| Response: |
| P-15 | Proponent should have the technical, physical, and organizational measures to ensure integrity of data (e.g., detecting alterations to personal data by cryptographic mechanisms such as message authentication codes or signatures). Describe what measures are in place. | Medium |
| Response: |
| P-16 | Proponent should follow the privacy requirements as set forth in the Personal Information Protection and Electronic Documents Act (PIPEDA)*https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/*Describe how you will adhere to the requirements and principals of PIPEDA, and how the solution might be customized to better support it. | Medium |
| Response: |
| P-17 | The Proponent should manage application or product updates, release management, and implementation scheduling in cooperation with the City.Describe the Proponent's release timing, strategy, and limitations for major, minor and maintenance releases, upgrades and versioning, and any effects this normally has on user functionality and availability. Describe how implementations of new functionality, services, product updates are scheduled as they related to the solution, including the lead time for API or Batch interface changes and the deprecation process for these interfaces. | High |
| Response: |
| P-18 | Proponent should provide a minimum of a DEVELOPMENT, SYSTEM TEST, USER ACCEPTANCE TEST, PRODUCTION, and DISASTER RECOVERY environments for use by the City. PRODUCTION and DISASTER RECOVERY environments must have the exact same architecture. Describe how the proponent will meet this requirement. | Medium |
| Response: |
| P-19 | Proponent should insure against data exposure as a part of the hardware evergreen process (e.g., refitting storage, etc.). Describe the policies and procedures in place for the secure disposal of equipment. | Medium |
| Response: |
| P-20 | Proponent should provide a support portal where items can be reported and categorized as issues, bugs, feature requests with the ability to track each item. | Medium |
| Response: |
| P-21 | The City of Saint John would like to have three copies of backups, in two places with one offsite. Proponent should describe how backups of their system are structured.  | Medium |
| Response: |