



The City of Saint John

**Request for Proposals**

**2022-703003P**

**Records Management System (RMS) -  
Saint John Fire Department**

**Saint John, New Brunswick**

Request for Proposals No.: 2022-703003P Records Management System (RMS) -  
Saint John Fire Department

Issued: 03/24/2022

Submission Deadline: April 14, 2022, 4:00:00 p.m., ADT

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## **PART 1 – INTRODUCTION**

### **1.1 Invitation to Proponents**

- (1) This Request for Proposals (“RFP”) is an invitation by The City of Saint John (the “City”) to prospective proponents to submit proposals for supply, implementation, training, and ongoing support of a Records Management System for Saint John Fire Department as further described in Part 2 – The Deliverables (the “Deliverables”).

### **1.2 RFP Contact Person**

- (1) For the purposes of this procurement process, the “City Contact” shall be:

Chris Roberts, SCMP, CPPB  
Procurement Manager  
Supply Chain Management  
City of Saint John  
Email: [supplychainmanagement@saintjohn.ca](mailto:supplychainmanagement@saintjohn.ca)

### **1.3 Type of Contract for Deliverables**

- (1) The initial term of the agreement will be for a period of five (5) years. The City will reserve the right to extend this agreement for up to an additional five (5) year, which will not exceed a total contract length of ten (10) years. Additional years may be renewed in one (1) year increments or in multi-year increments up to five (5) years in total, upon agreement.

### **1.4 No Guarantee of Volume of Work or Exclusivity of Contract**

- (1) The City makes no guarantee as to the value or volume of the Deliverables. The contract to be entered with the selected proponent will not be an exclusive contract for the provision of the described Deliverables. The City may contract with others for same or similar to the Deliverables or may obtain the same or similar to the Deliverables internally.

### **1.5 Canadian Free Trade Agreement (CFTA)**

- (1) Proponents should note that procurements falling within the scope of Chapter 5 of the Canadian Free Trade Agreement (CFTA) are subject to that chapter but that the rights and obligations of the parties shall be governed by the specific terms of this RFP. For further reference, please see the Internal Trade Secretariat website at <https://www.cfta-alec.ca/>.

**[End of Part 1]**

## **PART 2 – THE DELIVERABLES**

### **2.1 Description of Deliverables**

1. This RFP is an invitation to submit offers for the implementation of a Records Management System (RMS) specific to Public Safety Services. Full implementation will include training, licensing, on-going maintenance, and support. The scope of services requested are summarized below and further described in Appendix D – RFP Particulars.
2. System Implementation and Configuration - Proponents are to implement and configure a Records Management System (RMS) to Saint John Fire in accordance with the City's desired business and technical requirements.
3. Staff Training - Proponents are to provide identified users with comprehensive training following implementation and configuration to become proficient in the use of the new RMS.
4. User Licensing - Proponents are to provide selected users (approximately 200 end users) with access to the RMS to perform their duties for the entire length of the service agreement.
5. On-going Maintenance and Support - Proponents are to provide City staff with continuous and on-going maintenance and support with the RMS for the entire length of the service agreement

**[End of Part 2]**

## PART 3 – EVALUATION OF PROPOSALS

### 3.1 Timetable

- (1) The RFP timetable is tentative only and may be changed by the City at any time.

Issue Date of RFP	Thursday, March 24, 2022
Deadline for Questions	Wednesday, April 6, 2022, 4:00 pm, ADT
Deadline for Issuing Addenda	Thursday, April 7, 2022, 4:00 pm, ADT
Submission Deadline	Thursday, April 14, 2022, 4:00:00 pm, ADT
Rectification Period	3 Business Days
Shortlist - # to be determined	Tuesday, May 10, 2022
Demonstrations	May 16, 2022 through May 31, 2022
Commencement of Negotiations	June 10, 2022
Deadline for Submission of Best and Final Offers (“BAFO”)	Friday, June 17, 2022
Anticipated Deadline for Award	Monday, June 27, 2022

### 3.2 Submission Instructions

#### (A) Proposals Should Be Submitted at Prescribed Location

- (1) Proposals should be submitted at:

The City of Saint John  
Supply Chain Management, 1<sup>st</sup> Floor  
175 Rothesay Avenue  
Saint John, New Brunswick, E2J 2B4 (the “**Prescribed Location**”)

Attention: Chris Roberts, SCMP, CPPB

#### (B) Proposals Should Be Submitted in Prescribed Manner

- (1) Proponents should submit one (1) signed original and three (3) bound copies of the technical proposal and supporting information, one (1) signed original copy and three (3) bound copies of the financial proposal and supporting information, and one (1) electronic copy of each proposal on a flash drive.
- (2) The technical proposal should be sealed in an envelope, clearly indicating the proponent’s name and address and marked: “Technical Proposal: **2022-703003P – “Records Management System (RMS) – Saint John Fire Department”**”.
- (3) The financial proposal should be sealed in a separate envelope, clearly indicating the proponent’s name and address and marked: “Financial Proposal: **2022-703003P – “Records Management System (RMS) – Saint John Fire Department”**”.

(4) Proposals sent by fax or email will be rejected.

**(C) Proposals Should Be Submitted on Time**

(1) Proposals shall be submitted at the Prescribed Location on or before the Submission Deadline. Proposals submitted after the Submission Deadline will be rejected.

(2) Immediately following the Submission Deadline, proposals will be publicly opened in the office of the City Contact, at the Prescribed Location. Only the names and addresses of the proponents will be made public.

**(D) Amendment of Proposals**

(1) Proponents may amend their proposals prior to the Submission Deadline by submitting the amendment in a sealed package to the Prescribed Location. The sealed package shall be prominently marked with the RFP title and number and the full legal name and return address of the proponent. Any amendment should clearly indicate which part of the proposal the amendment is intended to affect.

**(E) Withdrawal of Proposals**

(1) At any time throughout the RFP process, a proponent may withdraw a submitted proposal. To effect a withdrawal, a notice of withdrawal must be sent to the City Contact and must be signed by an authorized representative. The City is under no obligation to return withdrawn proposals.

**3.3 Stages of Proposal Evaluation**

(1) The City will conduct the evaluation of proposals and selection of the highest ranked proponent in the following three stages described in further detail below:

- A. Stage I – Mandatory Requirements and Rectification
- B. Stage II – Evaluation of Rated Criteria and Pricing
- C. Stage III – Solution Demonstrations
- D. Stage IV - Selection and Final Negotiation

**(A) Stage I – Mandatory Requirements and**

**Rectification Submission and Rectification Period**

Stage I will consist of a review to determine which proposals comply with all mandatory requirements. Proposals failing to satisfy the mandatory requirements as of the Submission Deadline will be provided an opportunity to rectify any deficiencies. Proposals satisfying the mandatory requirements during the Rectification Period, as described in Part 3 – Section 3.1: Timetable will proceed to Stage II. Proposals failing to satisfy the

mandatory requirements within the Rectification Period will be excluded from further consideration. The Rectification Period will begin to run from the date and time that the City issues its rectification notice to the proponents.

### **Mandatory Submission Forms**

Other than inserting the information requested on the mandatory submission forms set out in this RFP, a proponent may not make any changes to any of the forms.

### **Submission Form (Appendix A)**

Each proponent must complete the Submission Form and include it with their technical proposal. The Submission Form must be signed by an authorized representative of the proponent.

### **Pricing Form (Appendix B)**

Each proponent must complete the Pricing Form and include it with their financial proposal. The Pricing Form must be completed according to the instructions contained in the form. Fees must be provided in Canadian funds, inclusive of all costs, applicable duties, overhead, and insurance costs, except for HST/GST.

### **Reference Form (Appendix C)**

Each proponent must complete the Reference Form and include it with its technical proposal.

### **Other Mandatory Requirements**

Each proposal must:

- (a) Be in English.
- (b) Be for the entire scope of work as described in Appendix D – Section A - The Deliverables. Incomplete proposals or proposals for only part of the Deliverables described in Appendix D shall be disqualified.

### **(B) Stage II – Evaluation of Rated Criteria and Pricing**

Stage II will consist of a scoring by the City of each qualified proposal on the basis of the rated criteria and the pricing in accordance Appendix D – Section B – Evaluation Criteria. The City intends to shortlist to up to Three (3) proponents, however, should the City deem it to be in its best interest, it may adjust this number accordingly.

- i. **Mandatory Requirements** - Review of proposals to determine whether the mandatory requirements set out in Appendix E are met. If the proponent fails to satisfy the mandatory requirements, its proposal will be excluded from further consideration.

- ii. **Proponent Requirements and Value Add** - Evaluation of proponent requirements and value add responses as set out in Appendix D and Appendix E. Proponent requirements and value add responses provided by the Proponent will be evaluated and scored by the City's evaluation team.
- iii. **Business/Operational and Technical Requirements** - Evaluation of business and technical requirements set out in Appendix E. Operational and Technical requirements provided by the Proponent will be evaluated and scored by the City's evaluation team.

An overview of the categories and weighting for Stage II is provided in Table 1. Proponents who do not meet a minimum score for a category will not proceed further in the evaluation process.

**Table 1. Stage II Evaluation Scoring**

<b>Category</b>	<b>Maximum Score</b>	<b>Minimum Score</b>
Proponent Requirements	10	5
Value Add	5	NA
Business Requirements	50	20
Technical Requirements	35	20
<b>Subtotal</b>	<b>100</b>	<b>45</b>

**(C) Stage III – Solution Demonstrations**

The City will distribute a solution demonstration schedule a minimum of one (1) week before the solution demonstration date to the top ranked proponents. Demonstration schedules will be distributed to ensure Proponents have equal preparation time.

The solution demonstrations must be completed using the identical system as specified in the proponent's proposal. At a minimum, demonstrations will be expected to cover the key business and technical requirements outline in Appendix E.

An overview of the categories and scoring for Stage III is provided in Table 2.



**Table 2. Stage III Evaluation Scoring**

<b>Category</b>	<b>Maximum Score</b>
Stage II Score	100
Pricing	50
Solution Demonstration: Business	50
Solution Demonstration: Technical	40
References	10
<b>Subtotal</b>	<b>250</b>

**(D) Stage IV – Selection and Final Negotiation**

Once the proposals have been evaluated as per Stage III, the top-ranked proponent may be selected to enter direct negotiations.

During the negotiation, the City may provide the top-ranked proponent with any additional information and may seek further information and proposal improvements. After the negotiation, the top-ranked proponent may be invited to revise its initial proposal and submit its Best and Final Offer (BAFO) to the City.

**[End of Part 3]**

## **PART 4 – TERMS AND CONDITIONS OF THE RFP PROCESS**

### **4.1 General Information and Instructions**

#### **(A) Proponents to Follow Instructions**

- (1) Proponents should structure their proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a proposal should reference the applicable part, section, subsection, or paragraph numbers of this RFP.

#### **(B) Information in RFP Only an Estimate**

- (1) The City and its representatives shall not be liable for any information or advice or any discrepancies or errors or omissions that may be contained in this RFP or an Addenda, appendices, data, materials, or documents (electronic or otherwise) attached or provided to the proponents pursuant to this RFP.
- (2) The City and its advisors make no representation, warranty, or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to proponents the general scale and scope of the work. It is the proponent's responsibility to obtain all the information necessary to prepare a proposal in response to this RFP.

#### **(C) Proponents Shall Bear Their Own Costs**

- (1) The proponent shall bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews, and/or presentations.

### **4.2 Communication after Issuance of RFP**

#### **(A) Proponents to Review RFP**

- (1) Proponents shall promptly examine all documents comprising this RFP, and
  - (a) Shall report any errors, omissions, or ambiguities; and
  - (b) May direct questions or seek additional information in writing by email to the City Contact on or before the Deadline for Questions. All questions submitted by proponents by email to the City Contact shall be deemed to be received once the email has entered the City Contact's email inbox. No such communications are to be directed to anyone other than the City Contact. The City is under no obligation to provide additional information, and the City shall not be responsible for any information provided by or obtained from any source other than the City Contact.

- (2) It is the responsibility of the proponent to seek clarification from the City Contact on any matter it considers to be unclear. The City shall not be responsible for any misunderstanding on the part of the proponent concerning this RFP or its process.

**(B) All New Information to Proponents by Way of Addenda**

- (1) This RFP may be amended only by an addendum in accordance with this subsection. If the City, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all proponents by addenda. Each addendum forms an integral part of this RFP.
- (2) Such addenda may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by the City. Addenda may be obtained from the City's website ([www.saintjohn.ca](http://www.saintjohn.ca)) under the menu option "Tender and Proposals". In Appendix A, proponents should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.

**(C) Post-Deadline Addenda and Extension of Submission Deadline**

- (1) If any addendum is issued after the Deadline for Issuing Addenda, the City may at its discretion extend the Submission Deadline for a reasonable period of time.

**(D) Verify, Clarify and Supplement**

- (1) When evaluating responses, the City may request further information from the proponent or third parties in order to verify, clarify, or supplement the information provided in the proponent's proposal. The City may revisit and re-evaluate the proponent's response or ranking on the basis of any such information.

**(E) No Incorporation by Reference**

- (1) The entire content of the proponent's proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the proponent's proposal will not be considered to form part of its proposal.

**(F) Proposal to Be Retained by the City**

- (1) The City will not return the proposal or any accompanying documentation submitted by a proponent.

**4.3 Debriefing**

**(A) Debriefing – Following Award**

- (1) Upon written request from any proponent, the City may provide a more detailed oral debriefing either by phone or in person, as required by the proponent. The written

request shall be submitted to the City Contact no later than 15 calendar days after notification of award.

- (2) The acceptance of the successful proposal shall not be discussed during a debriefing.

#### **4.4 Prohibited Conduct**

##### **(A) Proponent Not to Communicate with Media**

- (1) A proponent may not at any time directly or indirectly communicate with the media in relation to this RFP or any agreement entered into pursuant to this RFP without first obtaining the written permission of the City Contact.

##### **(B) No Lobbying**

- (1) A proponent may not, in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful proponent.

##### **(C) Illegal or Unethical Conduct**

- (1) Proponents shall not engage in any illegal business practices, including but not limited to, activities such as bid-rigging, price-fixing, bribery, fraud or collusion. Proponents shall not engage in any unethical conduct, including but not limited to, other inappropriate communications, offering gifts to members of Common Council, employees, officers or other representatives of the City, deceitfulness, submitting proposals containing misrepresentations or other misleading or inaccurate information, or any other conduct that compromises or maybe seen to compromise the competitive process provided for in this RFP.

##### **(D) Past Performance or Inappropriate Conduct**

- (1) The City may prohibit a proponent from participating in the procurement process based on past performance or based on inappropriate conduct in a prior procurement process.
- (2) Such inappropriate conduct shall include, but not be limited to the following:
  - (a) All the conducts as described in Part 4 – Section 4.4;
  - (b) The refusal of the proponent to honour its pricing or other commitments made in its proposal; or
  - (c) Any other conduct, situation or circumstance determined by the City, in its sole and absolute discretion, to constitute a Conflict of Interest.
  - (d) All individuals working with or interacting with employees of the City of Saint John must adhere to the City of Saint John Workplace Conduct Policy.

#### **4.5 Confidential Information**

##### **(A) Confidential Information of City**

- (1) All information provided by or obtained from the City in any form in connection with this RFP either before or after the issuance of this RFP:
  - (a) Is the sole property of the City and must be treated as confidential;
  - (b) Is not to be used for any purpose other than replying to this RFP and the performance of any subsequent Contract;
  - (c) Must not be disclosed by the proponent to any person, other than persons involved in the preparation of the proponent's proposal or the performance of any subsequent contract, without prior written authorization from the City; and
  - (d) Shall be returned by the proponents to the City immediately upon the request of the City.
  - (e) The successful Proponent will be required to sign the City of Saint John Non Disclosure Agreement prior to award of the contract.

##### **(B) Confidential Information of Proponent**

- (1) A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the City. The confidentiality of such information will be maintained by the City, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to the City's advisors retained for the purpose of evaluating or participating in the evaluation of their proposals. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the City Contact.

#### **4.6 Procurement Process Non-Binding**

##### **(A) No Contract A and No Claims**

- (1) The procurement process is not intended to create and shall not create a formal legally binding bidding process and shall instead be governed by law applicable to direct commercial negotiations.
- (2) For greater certainty and without limitation:
  - (a) Neither the proponent nor the City shall have the right to make any claims (in contract, tort, equity or otherwise) against the other with respect to the award of a contract, failure to award a contract or failure to honour a response to this RFP.

**(B) No Contract until Execution of Written Contract**

- (1) The RFP process is intended to identify the highest ranked proponent for the purposes of entering into a contract. No legal relationship or obligation regarding the procurement of any good or service shall be created between the proponent and the City by the RFP process until the issuance of a purchase order for the acquisition of such goods and/or services.

**(C) Non-Binding Price Estimates**

- (1) While the pricing information provided in responses will be non-binding prior to the issuance of a purchase order, such information will be assessed during the evaluation of the responses and the ranking of the proponents. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation, ranking or contract award.

**(D) Disqualification for Misrepresentation**

- (1) The City may disqualify the proponent or rescind a contract subsequently entered into if the proponent's response contains misrepresentations, omissions, or any other inaccurate, misleading or incomplete information.

**(E) Cancellation**

- (1) The City may cancel or amend the RFP process without liability at any time.

**4.7 Governing Law and Interpretation**

**A. Governing Law**

- (1) The terms and conditions in this Part 4:
  - (a) Are included for greater certainty and are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision);
  - (b) Are non-exhaustive (and shall not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and
  - (c) Are to be governed by and construed in accordance with the laws of the province of New Brunswick and the federal laws of Canada applicable therein.

**[End of Part 4]**

## APPENDIX A – SUBMISSION FORM

**(A) Proponent Information**

Please fill out the following form, and name one person to be the contact for your response to this RFP response and for any clarifications or amendments that might be necessary.	
Full Legal Name of Proponent:	
Any Other Relevant Name under Which the Proponent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Fax Number:	
Company Website (If Any):	
RFP Contact Person and Title:	
RFP Contact Phone:	
RFP Contact Facsimile:	
RFP Contact E-mail:	

**(B) Acknowledgment of Non-Binding Procurement Process**

The proponent acknowledges that the RFP process will be governed by the terms and conditions of this RFP, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal legally binding bidding process, and that there will be no legal relationship or obligations created until the City and the selected proponent have executed a Supply Agreement.

**(C) Ability to Provide Deliverables**

The proponent has carefully examined this RFP documents and has a clear and comprehensive knowledge of the Deliverables required under this RFP. The proponent represents and warrants its ability to provide the Deliverables required under this RFP in accordance with the requirements of this RFP for the prices set out in the Pricing Form.

**(D) Mandatory Forms**

The proponent encloses as part of the proposal the mandatory forms set out below:

FORM	INITIAL TO ACKNOWLEDGE
<b>Submission Form</b>	
<b>Pricing Form</b>	
<b>Reference Form</b>	

**Notice to proponents:** There may be forms required in this RFP other than those set out above. See the Mandatory Requirements section of this RFP for a complete listing of mandatory forms.

**(E) Non-Binding Price Estimates**

The proponent has submitted its fees in accordance with the instructions in this RFP and in the Pricing Form set out in Appendix B. The proponent confirms that the pricing information provided is accurate. The proponent acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its quotation or its eligibility for future work.

**(F) Addenda**

The proponent is deemed to have read and accepted all addenda issued by the City prior to the Deadline for Issuing Addenda. The onus remains on proponents to make any necessary amendments to their proposal based on the addenda. The proponent confirms that it has received all addenda by listing the addenda numbers, or, if no addenda were issued, by writing the word "None", on the following line: \_\_\_\_\_ . Proponents who fail to complete this section will be deemed to have received all posted addenda.

**(G) No Prohibited Conduct**

The proponent declares that it has not engaged in any conduct prohibited by this RFP.

**(H) Disclosure of Information**

The proponent hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by the City to the City's advisers retained for the purpose of evaluating or participating in the evaluation of this proposal.

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Signature of Proponent Representative

\_\_\_\_\_  
Name of Witness

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

I have the authority to bind the proponent.



## APPENDIX B – PRICING FORM

### A. Instructions on How to Complete Submission Pricing Form

- 1) Pricing shall be provided in Canadian funds, inclusive of all applicable duties and taxes except for HST.
- 2) Rates quoted by the proponent shall be all-inclusive and shall include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any applicable fees or other charges.
- 3) Pricing shall be provided for Years 1 through 5.

### Pricing Forms

- 1) For evaluation, any additional assumed costs required to support the purchase of a solution as proposed by any Proponent, may be added to the Proponent's financial submission to determine the final total cost of ownership as submitted in Appendix B.1.
- 2) Proponents are to indicate the delivery selected for their financial proposal:
  - Software-as-a-Service (SaaS)
  - On-premises
- 3) Proponents should describe any innovative pricing models they would be willing to enter that would allow the City to manage the costs and that demonstrate cost recovery.

### Appendix B.1 - Pricing Response Form

- A. Software Pricing for the RMS Solution: Please provide cost associated with the recommended software. Pricing is to be exclusive of HST/GST.
  
- B. Annual Licensing Pricing for the RMS Solution: Please provide cost associated with the annual licensing. Pricing is to be exclusive of HST/GST.
  
- C. Installation and Training Pricing for the RMS Solution: Provide installation and training fees associated with providing the RMS software required. Pricing to be exclusive of HST/GST.
  
- D. Consulting Pricing for the RMS Solution: Provide consulting fees associated with providing the RMS software required including the duration of the consulting in hours.
  
- E. Additional Fees or Costs Associated with the RMS Solution: Provide any additional fees or costs associated with providing the RMS software required.

#### Assumptions:

ID#	Assumption
2	
4	
5	

## APPENDIX C – REFERENCE FORM

Each proponent is requested to provide three references from clients who have obtained similar goods or services to those requested in this RFP from the proponent in the last two years.

### Reference #1

<b>Company Name:</b>	
<b>Company Address:</b>	
<b>Contact Name:</b>	
<b>Contact Telephone Number:</b>	
<b>Date Work Undertaken:</b>	
<b>Nature of Assignment:</b>	

### Reference #2

<b>Company Name:</b>	
<b>Company Address:</b>	
<b>Contact Name:</b>	
<b>Contact Telephone Number:</b>	
<b>Date Work Undertaken:</b>	
<b>Nature of Assignment:</b>	

### Reference #3

<b>Company Name:</b>	
<b>Company Address:</b>	
<b>Contact Name:</b>	
<b>Contact Telephone Number:</b>	
<b>Date Work Undertaken:</b>	
<b>Nature of Assignment:</b>	

## APPENDIX D – RFP PARTICULARS

### (A) The Deliverables

#### (1) BACKGROUND

The City of Saint John is soliciting proposals from qualified providers for the supply of a Records Management System for the Saint John Fire Department as per the specifications, terms and conditions below. The solution should be scalable to accommodate the existing Saint John Fire Department structure and services as they are today with consideration for adjustments over time.

The Saint John Fire Department has approximately 160 fulltime staff providing a range of services and functions to the City of Saint John. Saint John is centrally located on the southern New Brunswick coast on the Bay of Fundy with a population of approximately 70,000 covering 326 sq/ kms. Saint John is a city of neighbourhoods, each with its own unique geography, personality, and density. Our neighbourhoods span from the historic, to the recently built. From urban to rural. From dense and vibrant, to spacious and peaceful. These incredibly diverse areas combine to form the city we serve with pride and recognize the complexities it provides from a public safety view.

Saint John Fire is a dynamic and professional team with expertise in fire suppression, medical first response, hazardous materials, fire prevention and inspection, training, emergency management and a variety of technical skills. Each service requires a unique and often interconnected set of data and information to respond, analyze and prepare. Information and records are currently being stored in various spreadsheets and databases that are not connected and require extensive manual manipulation to input and analyze data.

Prior to the cyber attack in 2020, the SJFD used INFOCENTER, an in-house RMS system developed and supported by city staff. The RMS was not cloud-based and was hosted on site. With the exception of payroll and incident reports, InfoCenter tracked all fire department related information including scheduling, fire prevention inspections, training, vacation, fleet, equipment and clothing. Since the cyber-attack in November 2020 SJFD has been using excel spreadsheets, Microsoft Forms, Microsoft Lists and paper to track and record relevant fire department data that was previously captured by InfoCenter.

#### RMS GOALS

The City of Saint John's investment in a new RMS system for Public Safety demonstrates the commitment to modernizing operations and improving service delivery to citizens through data driven decision making. The City is looking to implement an RMS solution that is affordable, reliable, scalable, and secure to meet the needs of the Department. The final solution is expected to support the Fire Department in managing performance and evidence-based decision-making.

Providing a system that will capture the many facets of the Fire Service in a user friendly and accessible format is essential. The RMS must support employees across the department to perform required duties and provide essential data and information in a variety of work environments including in-station, at an incident and in the community. The RMS will provide the necessary integration across services and modules ranging from daily scheduling, training, GIS and mapping information required to respond to an incident. Saint John Fire is looking to accomplish these goals with limited customization of software and intuitive processes to ensure the system will evolve with the organizational needs. The graphical display of data and metrics in user defined dashboards is required.

## **(2) SPECIFICATIONS**

The successful proponent will carry out work necessary to implement a functional RMS software solution to support the Saint John Fire Department, including but not limited to:

- Working with City staff to install, test, and implement the use of RMS software to support the processes developed for the Fire Department;
- Developing and delivering required training recognizing change management principles for different types of software users, including:
  - Administration
  - Operational Firefighters
  - Management and Supervisory staff required to monitor trends and ongoing updates to processes
  - Training Division staff
  - Fire Prevention Division staff
- Ensuring flexibility of the proposed solution to integrate with the City's ERP (both current and future) and related systems for the most efficient use and tracking.
- Ensuring flexibility of the proposed solution to integrate with the Public Safety Communication Centre's CAD system, (both current and future VERSATERM) and related systems for the most efficient use and tracking.
- Developing standardized reports and analytics with support to allow the City to customize reporting in the future.

### **DELIVERABLES**

Saint John Fire expects the Proponent to provide the following deliverables:

- a) RMS software solution that meets or exceeds the Technical Requirements as outlined in Appendix E – Technical Requirements
- b) Suite of reports and ability to create customized reports for all areas of the software solution.
- c) Documentation for all parts of the RMS solution with enough detail to enable the City to understand the system design and functionality. Documentation should include any customization that may be required, data types, pick list values, workflow rules, migration maps and hardware and software requirements.
- d) Agreement for on-going maintenance and support for the duration of the contract
- e) Training plan and materials for implementation as well as the ability to complete future training as required.

**(3) DURATION**

The initial term of the agreement will be for a period of five (5) years. The City will reserve the right to extend this agreement for up to an additional five (5) year, which will not exceed a total contract length of ten (10) years. Additional years may be renewed in one (1) year increments or in multi-year increments up to five (5) years in total, upon agreement.

**(4) REQUIRED PROPONENT QUALIFICATIONS**

The City is looking for the following minimum qualifications.

- i. Experience with public sector accounts at the local, provincial or federal level with complex environment equal to or greater than the size of the City of Saint John and the Saint John Fire Department.
- ii. Experienced IT professional team with a proven track record of satisfied clients.
- iii. A company with a proven methodology and tools to successfully support software installation, implementation, testing and technical training.
- iv. Timely access to technical support 24/7.
- v. Level II Security Clearance from the Saint John Police Force for any individuals that will have access to the Public Safety Communication Centre data or systems.

Proponent must disclose whether their company and/or software has ever had a security breach or experienced a cybersecurity event that compromised the system or client base. If yes, describe the nature of the breach(es) or event and how it was resolved.

**(5) PAYMENT**

Payment shall be based on Net 45 Days from date of invoice or receipt of goods, whichever is later. Invoices can **either** be mailed to: City of Saint John, Accounts Payable Department, P.O. Box 1971, Saint John, NB, E2L 4L1, **or** by email to the Accounts Payable department ([accountspayable@saintjohn.ca](mailto:accountspayable@saintjohn.ca)). Vendors are to ensure invoices are not sent both ways.

**(6) SPECIFICATION SHEETS AND WARRANTY**

Specification sheets along with warranty information and any limiting conditions must be submitted with the proposal.

**(7) TERMINATION OF THE CONTRACT**

The City reserves the right to terminate the contract at any time during the course of this agreement. In such an event, payment will be made only for the product received up to the time of termination.

**(8) BASIS FOR AWARD**

The City does not bind itself to accept the lowest or any proposal submitted but reserves the right to accept any proposal deemed to be in its best interest. The City also reserves the right to split this contract between two or more proponents based upon the overall best value to the City.

**(9) NO GUARANTEE**

The City makes no guarantee as to the value or volume of the Deliverables. The quantities stated herein reflect the anticipated requirements of the City; however, the City reserves the right to purchase more or less than the total quantity stated.

**(10) RESERVED RIGHTS**

The City reserves the right to:

- a) Reject an unbalanced Proposal. For the purpose of this section, an unbalanced Proposal is a Proposal containing a unit price which deviates substantially from, or does not fairly represent, reasonable and proper compensation for the unit of work bid or one that contains prices which appear to be so unbalanced as to adversely affect the interests of the City. The City reserves the right to use Proposals submitted in response to other like or similar Requests for Proposals as a guideline in determining if a proposal is unbalanced.
- b) Amend or modify the scope of a project, and/or cancel or suspend the Proposal Solicitation at any time for any reason.
- c) Require proponents to provide additional information after the Closing Date for the Proposal Solicitation to support or clarify their proposals.
- d) Not accept any or all proposals.
- e) Not accept a proposal from a proponent who is involved in litigation, arbitration or any other similar proceeding against the City.
- f) Reject any or all proposals without any obligation, compensation, or reimbursement to any proponent or any of its team members.
- g) Withdraw a Proposal Solicitation and cancel or suspend the Proposal Solicitation process.
- h) Extend, from time to time, any date, any time period or deadline provided in a Proposal Solicitation (including, without limitation, the Proposal Solicitation Closing Date), upon written notice to all proponents.
- i) Assess and reject a proposal on the basis of

- i. Information provided by references;
  - ii. The proponent's past performance on previous contracts;
  - iii. Information provided by a proponent pursuant to the City exercising its clarification rights under the Proposal Solicitation process;
  - iv. The proponent's experience with performing the type and scope of work specified including the proponent's experience;
  - v. Other relevant information that arises during a Proposal Solicitation process.
- j) Waive formalities and accept proposals which substantially comply with the requirements of the Proposal Solicitation.
  - k) Verify with any proponent or with a third party any information set out in a proposal.
  - l) Disqualify any proponent whose proposal contains misrepresentations or any other inaccurate or misleading information.
  - m) Disqualify any proponent who has engaged in conduct prohibited by the Proposal Solicitation documents.
  - n) Make changes including substantial changes to the proposal documents provided that those changes are issued by way of an addendum in the manner set out in the Proposal Solicitation documents.
  - o) Select any proponent other than the proponent whose proposal reflects the lowest cost to the City.
  - p) Cancel a Proposal Solicitation process at any stage.
  - q) Cancel a Proposal Solicitation process at any stage and issue a new Proposal Solicitation for the same or similar deliverable.
  - r) Accept any proposal in whole or in part.

And these reserved rights are in addition to any other express rights or any other rights which may be implied in the circumstances and the City shall not be liable for any expenses, costs, losses or any direct or indirect damages incurred or suffered by any proponent or any third party resulting from the City exercising any of its express or implied rights under a Proposal Solicitation.

**(11) LIMITATION OF LIABILITY AND WAIVER**

In every Proposal Solicitation, the City shall draft the documents such that each proponent, by submitting a proposal, agrees that:

- a) Neither the City nor any of its employees, agents, advisers or representatives will be liable, under any circumstances, for any claims arising out of a Proposal



Solicitation process including but not limited to costs of preparation of the proposal, loss of profits, loss of opportunity or any other claim.

- b) The proponent waives any claim for any compensation of any kind whatsoever including claims for costs of preparation of the proposal, loss of profit or loss of opportunity by reason of the City’s decision to not accept the proposal submitted by the proponent, to award a contract to any other proponent or to cancel the Proposal Solicitation process, and the proponent shall be deemed to have agreed to waive such right or claim.

**(B) Evaluation Criteria**

- (1) The following is an overview of the categories and weighting for the rated criteria relevant to the evaluation of proposals under this RFP.

(2) Table 1: Stage II Evaluation Scoring

Category	Maximum Score	Minimum Score
Proponent Requirements <ul style="list-style-type: none"> <li>• Have all needs been addressed?</li> <li>• Is the proposal presented in an organized and professional manner?</li> <li>• Specific experience, qualifications and expertise of key personnel.</li> </ul>	10	5
Value Add <ul style="list-style-type: none"> <li>• What additional services, options, processes are available or offered.</li> </ul>	5	NA
Business/ Operational Requirements <ul style="list-style-type: none"> <li>• Demonstrated understanding of the Deliverables</li> <li>• Are all functional requirements addressed as outlined in Appendix E</li> </ul>	50	25
Technical Requirements <ul style="list-style-type: none"> <li>• Demonstrated ability to meet technical requirements as outlined in Appendix E</li> <li>• Are all technical and functional requirements addressed?</li> </ul>	35	20
<b>Subtotal</b>	<b>100</b>	<b>50</b>

(3) Table 3. Stage III Evaluation Scoring

<b>Category</b>	<b>Maximum Score</b>
Stage II Score	100
Pricing <ul style="list-style-type: none"><li>• Cost will be a factor, however, neither the only factor nor the determining factor in the evaluation of proposals.</li><li>• Completed pricing form as provided in Appendix B</li></ul>	50
Solution Demonstration: Operational	50
Solution Demonstration: Technical <ul style="list-style-type: none"><li>• Have all technical requirements been addressed and adequately demonstrated?</li></ul>	40
References	10
<b>Subtotal</b>	<b>250</b>

## APPENDIX E – OPERATIONAL AND TECHNICAL REQUIREMENTS

The Operational and Technical Requirements found in this will be used to determine the compatibility of the Proponents RMS software solution to the requirement of the City of Saint John’s deliverables. In the Proponent Response column, please enter the response to the requirement based upon the possible responses contained in the table below. An omitted response or a deviation from responses provided below will be construed to be a “NO”-not supported and/or is not provided as part of the Proposal. If you need to add any comments to further clarify your response, please do so in the column specified. If additional space is required please attach any necessary documentation.

PROPONENT RESPONSE	DEFINITION
<b>YES</b>	The requirement exists and can be demonstrated.
<b>PENDING</b>	This requirement is scheduled for future release and will be incorporated at no additional cost prior to or post system implementation. Provide estimated release date.
<b>EXTRA</b>	This requirement can be provided as a modification at an additional cost. Please provide an explanation in the comment column including all costs detailed.
<b>NO</b>	This requirement is not supported and/or is not provided as part of this proposal.

#	OPERATIONAL REQUIREMENTS	Proponent Response	Comments/ Details
<b>A. MINIMUM OPERATIONAL REQUIREMENTS</b>			
<b>The software system is required to have the capability to meet the following minimum operational requirements.</b>			
<b>1</b>	System must support mobile access for those in the field.		
<b>2</b>	System must be “off the shelf” solution. The City does not desire to develop a proprietary system.		
<b>3</b>	The software should be current and have meet the needs with limited customization. Describe the frequency of software updates. Updates shall be included and will not interfere with regular day to day usage by users.		
<b>4</b>	System must be modern, user friendly, intuitive		
<b>5</b>	Canadian vernacular i.e. Postal codes, province		
<b>6</b>	RMS system must interface with		

	CAD for fire reporting and metrics		
7	Records must be capable of complying with categories within the New Brunswick Fire Incident Reporting System (FRIS)		

#	OPERATIONAL REQUIREMENTS	Proponent Response	Comments/ Details
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**B. DESIRED OPERATIONAL REQUIREMENTS**

The software system is desired to have the capability to meet the following minimum operational requirements.

	Communication option/ Chat function / messages		
	Dashboard: The system must be able to support real time performance measurements to track activity and service levels.		
	Document management and control: Access to reference materials such as standards, Hazmat info., etc. Ability to organize and add to this reference material.		
	Employee Info: Ability to identify members of special teams, provide a roster		
	Fire Prevention: Ability to schedule, enter, record, and produce fire code inspections and re-inspections		
	Fire Prevention: Ability to use the system as a property-based records depository		
	Fire Prevention: Ability to incorporate forms for the purpose of creating and issuing Orders of the Office of the Fire Marshal and/or Bylaw Orders. Describe how you would meet the data integration requirement.		
	Fire Prevention: Integration with current software – Codepal		
	Fire Prevention: Support Office of the Fire Marshal occupancy classification and annual reporting		

	Describe how you would meet the data integration requirement.		
	Fire Prevention: Public education activity scheduling and data tracking		
	Fire Prevention: Track notice of compliance approval		
	Fire Prevention: Ability to access records for the purpose of data analysis		
	HR information/ employee listing integrated with ERP. Provide details on position/ rank and seniority date. Describe how you would meet the data integration requirement.		
	Inventory Management: Clothing credits		
	Inventory Management: equipment		
	Inventory: Daily inspection form tracking for various equipment and fleet		
	Inventory: Preventative maintenance records for all equipment		
	Location/ GIS: display hydrant locations related to address Describe how you would meet the data integration requirement.		
	Location/ GIS: Mapping integration with address information Describe how you would meet the data integration requirement.		
	Location/ GIS: Previous events or activities at a particular address/ building Describe how you would meet the data integration requirement.		
	Location/ GIS: track and document information related to a particular address. Describe how you would meet the data integration requirement.		
	Location/ GIS: track commercial building information and contacts Describe how you would meet the		

	data integration requirement.		
	Operations: Daily log of activities by Station and Group. Multiple levels of entries. Tracking info included.		
	Operations: Pre incident surveys		
	Operations: Routing information. Live information ideally including street closures, traffic, etc.		
	Operations: Dispatch alerting		
	Operations: Integration with AVL Describe how you would meet the data integration requirement.		
	Scheduling: Approval requests for vacation/ time off or shift swap. Up to 3 levels of approval/ notification.		
	Scheduling: Call in/ overtime tracking based on seniority and/or previous call-in history		
	On-Call tracking and scheduling		
	Scheduling: Daily roll call/ daily scheduling based on Master shift with ability to adjust for absences.		
	Scheduling: Master shift tracking for 4 Groups based on a 24-hour schedule. 1 day work, 3 off.		
	Scheduling: Vacation picks/ Calendar capabilities based on seniority		
	Training: Access to a training calendar for upcoming training booked.		
	Training: Document management for training related certifications and records. Ie. Actual certificate that can be printed		
	Training: Include a certification / membership record with expiry by individual		
	Training: Include a Training record by individual		
	Training: Training requirements based on position/ rank and deficiencies by individual		
	Other: Value Add Operational		

	functions		

#	TECHNICAL REQUIREMENTS	Proponent Response	Comments/ Details
<b>C. MINIMUM TECHNICAL REQUIREMENTS</b>			
<b>The software system is required to have the capability to meet the following minimum technical requirements.</b>			
	Proponent must agree to have software and their network subject to a Threat Risk Assessment(s) (TRA), Security Audit(s), security scan, and/or penetration test. If this has already been completed, provide evidence and documentation.		
	Please indicate if your firm's RMS solution application components utilize event logs and provide notification of suspicious activity and security incidents.		
	Please indicate if RMS solution application components (where applicable) enable implementation of cryptography, i.e. encrypting critical data in line with industry best practices including, but not limited to: Passwords, Security Certificates, personal data.		
	Describe the server architecture for the proposed solution. Hosted, customer on premise, Software as a service or some combination thereof.		
	Customizable security access for users depending on needs.		
	Ability to migrate data from existing Fire Prevention database: CodePal		
	Reporting capability to the Office of the Fire Marshall based on the GNB template and codes. Describe how you would meet the data integration requirement.		
	City data stored on the Proponent's servers must be physically or logically separated from other clients' data.		

	Describe how this requirement will be met.		
	City data must be stored on Canadian servers in two geographically diverse locations Describe how this requirement will be met		
	If the solution is not SaaS, solution will be required to be monitored by the City's SIEM		

#	TECHNICAL REQUIREMENTS	Proponent Response	Comments/ Details
<b>D. DESIRED TECHNICAL REQUIREMENTS</b>			
<b>The software system is desired to have the capability to meet the following minimum technical requirements.</b>			
	Core functionalities offered to the users should be compatible with the following Web Browsers. Supported web browsers are: - Microsoft Internet Explorer 11 + - Google Chrome 70+ - Apple Safari 12 +		
	The solution should provide disaster recovery capabilities for the entire system to ensure the continuation of business by having adequate and appropriate backups of all data, and built-in error checking and recovery capabilities. Provide your disaster recovery processes including how backs-ups are structured and stored. Indicate if there is a requirement for the City to backup any part of the solution or provide storage.		