



Cape Breton Regional Municipality

A Community of Communities



REQUEST FOR PROPOSAL

CBRM_P03-2022

ONLINE INCIDENT REPORTING

Closing: THURSDAY, JULY 14, 2022 at 3:00 PM local time

Cape Breton Regional Municipality

Procurement Section

purchase@cbrm.ns.ca

MANDATORY REQUIREMENT CHECK LIST

PRIOR TO SUBMISSION PLEASE CHECK THAT YOU HAVE SUBMITTED A COPY OF THE FOLLOWING DOCUMENTS

- SCHEDULE "A" – MUNICIPAL BY-LAW COMPLIANCE CERTIFICATE
- SCHEDULE "B" – TRADE AGREEMENTS ACKNOWLEDGEMENT
- DUE TO COVID-19 PRECAUTIONS, SUBMISSIONS FOR THIS TENDER WILL ONLY BE ACCEPTED BY EMAIL TO PURCHASE@CBRM.NS.CA & MUST INCLUDE ALL ITEMS LISTED UNDER THIS CHECK LIST
THIS IS A 2 ENVELOPE SUBMISSION. DUE TO THE ABOVE WE REQUEST YOU ATTACH 2 SEPARATE PDF'S, ONE TITLED TECHNICAL AND ONE TITLED COSTING. THE PROCUREMENT DEPARTMENT WILL HOLD THE COSTING SUBMISSIONS UNTIL THE USER DEPARTMENT HAS COMPLETED THE EVALUATIONS OF THE TECHNICAL SUBMISSIONS.
- RECEIVED ADDENDA NO. _____ TO NO. _____ INCLUSIVE WERE CAREFULLY EXAMINED

DATED THIS _____ DAY OF _____, 2022.

COMPANY NAME: _____

ADDRESS: _____

CITY/ PROVINCE: _____ POSTAL CODE: _____

PHONE NO.: _____ FAX NO.: _____

EMAIL ADDRESS: _____

WEBSITE: _____

CONTACT NAME (please print): _____

TITLE (please print): _____ PHONE NO.: _____

**THE FOLLOWING INFORMATION MUST BE COMPLETED TO ENSURE ACCEPTANCE. FAILURE TO COMPLY WITH ABOVE
WILL RESULT IN DISQUALIFICATION OF YOUR BID.**

INSTRUCTIONS TO BIDDERS

REQUEST FOR PROPOSAL

ONLINE INCIDENT REPORTING SYSTEM

Closing: Submit to the undersigned up to **3:00 P.M., THURSDAY, JULY 14, 2022**. The bid must be emailed to purchase@cbrm.ns.ca and must clearly designate **CBRM_P03-2022**.

NOTE: FAXED / PAPER submissions are NOT acceptable and will not be considered

Questions & Clarifications: Any clarification required by a proponent must be requested in writing to the responsible Buyer indicated in the Solicitation. Such requests must be provided in due time before the closing date in order to allow proper consideration and a reply. The response to a request for clarifications submitted by any Proponent will be posted on the Nova Scotia Government Website as an Addendum.

Withdrawal or Modification of Bid: Proponents may withdraw, replace or modify their bid up until the specified closing time, provided that this is done in writing. Any modification or replacement of a bid must be done in the same format as defined in the Solicitation. **NOTE: FAXED / ELECTRONIC modifications are acceptable**

Addenda: All addenda must be acknowledged in bid submission; proponents must monitor the Nova Scotia Government Tenders Website for any addenda that may be issued. CBRM staff no longer maintains plan takers lists, and no longer have knowledge of who has downloaded opportunities.

<http://www.novascotia.ca/tenders/tenders/ns-tenders.aspx>

Rectification Period: Procurement opens and reviews the Bids to determine if all mandatory submission requirements have been met in accordance with the Solicitation Document.

If the bid fails to meet the mandatory submission requirements, Procurement will notify the Bidders that there is a second opportunity to meet the mandatory submission requirements within the rectification period of two business days. Once the rectification period deadline passes, Bids still failing to meet the mandatory submission requirements are disqualified and will not be evaluated further. All bids satisfying the mandatory submission requirements are then passed along to the evaluation team for further evaluation. Exceptions to this are technical addenda, if a technical addendum is not acknowledged, the Bidder will be disqualified and there is no rectification allowance for incorrect submittal of a two-envelope submission (two PDFs due to Covid-19), or for failure to include a required bid deposit.

Tenders requiring bid deposit: If a tender requires a non-refundable bid deposit only those companies who have complied with this request will be considered for acceptance.

TENDER CONTENTS:

(Section Applies to: Construction Contracts, Services & Sale of Municipal Property ONLY!)

Bid Security: Each tender must be accompanied by a certified cheque payable to the Cape Breton Regional Municipality or a Bid Bond on CCDC Form 220 for ten (10) percent of the tendered sum. *Any withdrawal of the successful tender shall constitute forfeiture of the bid deposit.*

Performance Security: A Performance Bond in the amount of fifty (50) percent contract price and Labour and Material Payment Bond in the amount of fifty (50) percent of the contract price will be required upon notification of award and before the signing date of the contract or issue of the Purchase Order.

Alternate Securities Acceptable: As an alternate to the Security Deposit and the Consent of Surety requirements stated herein, Contractors may submit a ten (10) percent bid security certified cheque, and subsequently upon notification of award, an additional ten (10) percent contract security certified cheque, in lieu of contract stated bonding.

Accompanying Documents: ***(Please note that only what is listed on the Mandatory Check List is required for this particular solicitation)***

All bids must include the following documents:

- **“Check List”** Completed in full /Signed /Dated(Including acknowledgement of addenda)
- The signed **Schedule “A”** Municipal By-Law Compliance form attached to the tender documents.
- The signed **Schedule “B”** Trade Agreement Acknowledgement form attached to the tender documents.
 - A letter of Good Standing/Clearance from the Workers’ Compensation Board of Nova Scotia
- Proof of current and valid Workplace Safety Certificate of Recognition (COR) from an authorized institution (East Coast Mobile Medical, HSE Integrated Limited, Nova Scotia Construction Safety Association (NSCSA), Nova Scotia Trucking Safety Association, Occupational Health and Educational; Services 2002 Inc, Safety Services Nova Scotia or equivalent)
- Completed/signed **Appendix “A”** Consultant, Contractor, Supplier Health & Safety Questionnaire. - General liability insurance.

Prior to Contract Award – In accordance with section nine (9) of the CBRM Procurement Policy, the successful tenderer may be required to provide an approved Commercial Property Zoning Confirmation, issued by CBRM’s Development Officer, prior to award of contract.

Following completion of the tendered work, letters of clearance from both organizations, dated no earlier than the final day worked on the project, must be submitted with the final invoice for the project. This will form a condition of the tender in addition to any other conditions within the contract documents and specifications.

POLICY:

- Canadian Free Trade Agreement (CFTA) and The Cape Breton Regional Municipality Procurement Policy are the governing documents used for all tenders. Copies of these documents are available from the Financial Services Department, Procurement Section, Suite 102, 320 Esplanade Sydney, N.S. or by phoning (902) 5635015.
- Successful bidder will be required to follow CBRM protocol as designated by Purchasing Department for delivery and invoicing.
- Payment: Any supplier having an account due to the Cape Breton Regional Municipality, which is in arrears, will have such arrears deducted from payments being made to the supplier.

The Cape Breton Regional Municipality reserves the right to reject any or all tenders or to accept any tender or part thereof considered to be in its best interest.

Donna M. Murphy, CPPB, PSPP

Donna M. Murphy, Procurement Officer - Financial Services

(P) 902-563-5015 (E-Mail) purchase@cbrm.ns.ca

TENDER PRICING

TENDER #	DATE	CLOSING DATE	PROCUREMENT OFFICER
CBRM_T32-2022	July 5, 2022	July 14, 2022	Donna M. Murphy
<u>ONLINE INCIDENT REPORTING SYSTEM</u>			

<p>AS PER ATTACHED SPECIFICATIONS, EXCLUDING HST</p> <p><u>Option 1</u> <i>Unlimited reports, price per organizational license, per annum</i></p> <p><u>Option 2</u> <i>Price per subscriber/user, per message, per annum</i></p>	<p>\$ _____</p> <p>\$ _____</p>

Company: _____

Authorized Signature: _____

Section 1: General Instructions to Proponents

1. Submission Instructions

One (1) PDF copy of the RFP (stated as Technical) must be submitted along with one (1) PDF copy of the engagement pricing (stated as Financial). The RFPs and Price must be submitted by email to purchase@cbrm.ns.ca in separate PDF files and “Response to Proposal” and “Pricing” clearly labelled as Technical and Financial.

All responses must be submitted to the CBRM Procurement Section through email to purchase@cbrm.ns.ca, no later than 3:00pm local time (AST) on Thursday, July 14, 2022

Mailed submissions will not be accepted.

2. Enquiry Contacts

Submission Enquiries must be directed to:

CBRM Procurement Department – purchase@cbrm.ns.ca or 902-563-5015

Project Enquiries must be directed to:

John MacKinnon, P.Eng, Dept. of Technology and Communication
Phone 902-563-0839 or e-mail jfmackinnon@cbrm.ns.ca

Or

Christa Dicks, Manager 911/311, Dept. of Technology and Communication
Phone 902-574-1617 or e-mail cldicks@cbrps.ca

All enquiries are to be directed to the person(s), or his/her designate(s) named above. Information obtained from any other source is not official and may be inaccurate. Enquiries and responses may be recorded and may be distributed to all proponents at the CBRM's discretion.

All enquiries must be submitted in writing/ e-mail.

3. Obligations

The preparation and submission of vendor response shall be made without obligation by the CBRM to pay any development costs, to acquire and items included in the response, or to discuss the reason why the vendor is/ is not recommended.

The vendor will be required to agree to the inclusion of warranties in offers of commitments made in the response or in subsequent information supplied. The CBRM expects that each statement of fact and of future performance will be incorporated within the contract as a warranty. Therefore, any statement of fact or of future performance not intended to be a warranty should be clearly identified. The vendor's response to the RFP will be included as an addendum to the final contract.

4. Confidentiality

Information disclosed to vendors and vendor employees by the CBRM will be considered confidential and proprietary when it pertains to the CBRM past, present and future activities within or related to the Online Incident Reporting System and/or is not readily available to the public.

5. Public Information/ Proprietary Information

- The Municipality is subject to the Freedom of Information and Protection of Privacy provisions contained within the *Municipal Government Act* at Part XX. Any document submitted to the Municipality in response to this RFP is subject to this legislation and proponents should be aware that any member of the public is entitled to request a copy of the document. In response to such a request, the Municipality may be required to disclose some or all of the information in accordance with the criteria set out in the legislation, including sections 462, 480 and 481(1).
- The Municipality is also subject to the *Personal Information International Disclosure Protection Act*. The Act creates obligations for the Municipality and its service providers when personal information is collected, used or disclosed. Requirements include limiting storage, access and disclosure of personal information to Canada, except as necessary

or otherwise required by law.

- By submitting a proposal, the proponent agrees that the Municipality may disclose the following sections of the proposal without notification to the proponent:
 1. Form of Proposal
 2. Executive Summary
 3. Proponent's fixed total cost (if applicable)

6. Vendor Evaluation Process Overview

The CBRM will evaluate the solution provided by the vendor and select the best overall using the included evaluation criteria.

A vendor will be chosen by the CBRM based on the vendor's ability to respond appropriately to this RFP, the vendor's ability to demonstrate the suitability of product functionality, and the vendor's ability to meet the CBRM's financial, operational, and customer service expectations.

RFP Responses will be evaluated based on the following:

- Quality, reliability and overall functionality of the vendor's products
- Cost effectiveness of the solution
- The vendor's ability to meet the implementation date required, and facilitate a smooth transition to their solution
- The vendor's ability to provide the necessary support for implementation, ongoing maintenance and upgrades
- The vendor's experience in providing solutions similar in nature to the CBRM
- Additional company resources and overall industry resources and consultation the vendor can provide
- Clarity and completeness of the vendor's response to the RFP

During the evaluation process, an analysis will be performed to assess the response given for each requirement. In situations where the vendor's base product does not completely meet the requirement, it is critical that the vendor provide alternate methods or solutions. Furthermore, methods that require a partnership between the vendor and a third party should be described in detail.

The CBRM retains the right to reject or accept any proposals.

7. Mandatory Criteria

- Must be submitted in Canadian dollars (CDN) exclusive of all taxes
- Solution must be hosted in Canada
- Must demonstrate **fully** how vendor experience and solution meet the requirements
- Must integrate **fully** with existing RMS Niche "out of the box"

8. Proposal Submission

The submission of a proposal will be considered as a representation that the proponent has carefully investigated all conditions which may affect or may, at some future date, affect the proponent's performance of the Services as described in this RFP and that the proponent is fully informed concerning the conditions to be encountered, quality and quantity of work to be performed and materials to be furnished; also, that the proponent is familiar with and will abide by all Federal and Provincial laws and regulations and all by-laws, codes and ordinances of the Municipality which in any way affect the performance of the Services or persons engaged or

employed in the performance of the Services.

Section 2: Scope of Work

1. Statement of Purpose

The Cape Breton regional Municipality (herein referred to as CBRM) is seeking proposals from qualified persons and/or firms to provide a web based, citizen online incident reporting system (the System) for the Cape Breton Regional Municipality. The system must integrate fully “out-of-the box” with NICHE, the current police records management system.

In an effort to continue increasing efficiency and accessibility of services provided to the public, the CBRM is seeking an “off the shelf” web based system that will allow citizens to submit certain incidents and complaints. This system will allow the documentation of these incident and complaints while still collecting reportable data for statistical analysis meeting reporting requirements.

2. Background

The Cape Breton Regional Municipality (CBRM) is the second largest municipality in the Province of Nova Scotia with a population of approximately 100,000. The CBRM is governed by Cape Breton Regional Council, which is composed of a mayor elected at-large and 12 Councilors, each elected to represent a separate district. Regional Council is responsible for all facets of the municipal government including but not limited to police, fire, transit, and water. The municipality oversaw an operating budget of approximately \$146 million. The CBRM employs approximately 800 full-time employees.

Within the CBRM, the Cape Breton Regional Police Service provides policing for all communities within the municipality, serving approximately 95,000 people over 2,500 square kilometers and responding to and managing over 60,000 calls for service every year.

As a unit of the CBRM Technology and Communications department, the CBRM Communications Center provides 911 and non-emergency call dispatch and support for the Cape Breton Regional Police Service. The Communications Center provides intake and initial triaging of calls, and dispatches police.

Technology and Communications seeks a web based incident reporting system for police services. The proposed solution should be a single, integrated model offering comprehensive security and built-in redundancy of operations.

For more information on CBRM, visit www.cbrm.ns.ca

3. Evaluation Criteria #1 : Qualifications and Experience

Proponents submitting a proposal should answer or provide the following regarding their qualifications and experience. All responses should be relevant to local government and should not include data, statistics, or examples from school systems or business applications.

1. **Sector Specific Experience:** The proposer should demonstrate full knowledge and understanding of the specifications and requirements for designing and deploying an online incident reporting system, and ability to meet defined specifications.
2. **Experience of Project Lead with projects of similar scope and size:** Proponents should demonstrate a minimum of five years' experience in similar systems. Describe experience with similar projects, and discuss perspective as to appropriate ways to proceed with the requirements of this project.
3. **Key Team Members appropriate skills and education:** Proponents should provide names and resumes of key personnel who would be directly responsible for the work. Provide key contact telephone, fax, and email addresses. Provide organizational chart listing of proposed team members by name and responsibility. Any other relevant experience pertinent to the Online Incident Reporting System requirements for this project shall be listed under "Other Significant Experience".
4. **Demonstrated History of Proposed Team:** The proponent should provide a minimum of three (3) references for local governments of similar size and scope in which similar specifications are utilized. Information required includes: municipality name and size, hardware/software elements in use, number of years in use, contact information.

4. Evaluation Criteria #2: Technical and Functional System Requirements

1. The system is required to be able to gather information on incidents from a member of the general public via an encrypted SSL connection.
2. The system must issue a temporary report number to the citizen and place the temporary report into a report inbox or within the NICHE queue for review and modification by designated agency personnel.
3. The system must have the ability to automatically generate and send an email to the citizen that the report has been submitted and is pending approval.
4. Ability for agency designated personnel to log in via a 128 bit encrypted SSL connection so that they may approve reports, send follow-up requests to citizens needing to make changes to the report, reject the reports, edit the reports electronically prior to export into NICHE or print PDF reports as needed.
5. Approving the report will automatically issue an official case number that is pulled from an upper-block of reserved case numbers, place it into a queue to be exported, and send an appropriate email to the citizen. The system will have the ability to send a PDF copy of the approved report to the citizen.
6. Printed documents from the online reporting system must be able to be printed in a PDF format.
7. The system must be able to receive supplements to existing reports from citizens.
8. The system must allow citizens to choose from several languages in which to read instructions and submit the reports. The system should also allow the agency to add additional languages of their choosing or swap out languages that may be provided as a stock language in the "off the shelf" configuration.

9. If the offered solution is a vendor hosted service, the vendor must maintain a secure password protected full redundant network and fail-over services to guarantee service reliability at 99% or better up-time.
10. The System must have email notifications to inform interested agency personnel to know when certain types of reports have been submitted, approved, rejected, or issued a follow-up. The email notifications must also be able to automatically send a PDF copy of the report to specific units based on the type of incident being reported by the citizen.
11. The system allows the Cape Breton Regional Police Service to provide agency designate personnel with the ability to change or create "incident types" at any time.
12. The system must be highly modifiable to allow the Cape Breton Regional Police Department to make incident specific changes to required fields, field labels, instructions, and other wording throughout the system. These changes must be made through the application and will note require changes to the programming.
13. The system must be able to fully integrate into the Cape Breton Regional Police Service current records management system, so that personnel are not required to re-enter the information submitted by citizens.
14. The system must be 100% hosted in the cloud by the vendor, with all hosting fees and support of hosting provided by vendor. There will be no on premise software or services ran by the CBRM on the CBRM network to utilize the proposed system.

5. Evaluation Criteria #3: Understanding the Municipality's Needs

1. **Understanding of the Requirements of the Scope of Work:** Proponents shall provide a demonstrated understanding of the subject matter, including but not limited to, the scope of work as well as the approach that will be taken to accomplish the services related to this RFP document, as well as an indication of the possible challenge and solutions not directly reference in the RFP.
2. **Acceptable Proposed Work Schedule and Work Plan:** Proponents shall provide a work plan with which clearly outlines milestones and timelines to demonstrate how the work will progress to the desired completion date. Proponents must present a realistic timeline for the proposed schedule.
3. **Value added propositions and recommendations:** Proponents shall demonstrate an innovative approach to the System, and identify possible solutions or services not outlined in this RFP.
4. **Attention to Relevant Challenges:** Proponents shall describe and attempt to address any challenges to this project which they have identified but may not be outline in this RFP.

6. Evaluation Criteria #4: Project Management Methodology

1. **Management Structure:** the Proposal shall include an organizational chart indicating a clear reporting structure and escalation methodology.
2. **Proposed Communication Methods:** The proposal shall also indicate the number and frequency and method (i.e. /in person, web-conference, tele-conference, etc.) of the anticipated meetings. Meeting dates should be identified.
3. **Quality Assurance Standards:** A description of Proponents Quality Assurance methods and practices should be included with specific reference to five (5) non-testing

instances where the proposed system has been effectively used to complete a high volume of calls for emergency and/or routine situations in a similar sized community.

4. **Approach and Methodology:** the proposal shall describe the approach and methodology for implementing project controls relating to budget and scheduled compliance, and provide examples of Vendor's experience in successfully managing similar projects that were completed within the established budget and scheduled, and fulfilled the defined project's program.

7. Evaluation Criteria #5: Vendor References

The proponent should provide a minimum of three (3) references for local governments of similar size and scope in which similar specifications are utilized. Information required includes: municipality name and size, hardware/software elements in use, number of years in use, contact information.

8. Evaluation Criteria Scoring

Evaluation Criteria	Factor	Weight (points)	Reference
#1	Vendor's experience implementing similar solutions	10	Section 1, part 7 Vendor Evaluation Process; Section 1, part 8 Mandatory Criteria; Section 2, part 1 Qualifications and Experience; and Section 4, part 4 Project Management Approach & Methodology
#2	Assessment of Functional and Technical requirements	30	Section 2 – part 5 Technical and Functional Requirements 9 (1-74)
#3	Understanding the Municipality's Needs	5	Section 2, part 1 Statement of Purpose; part 2 Goals and objectives; part 3 Background; part 5 Technical and Functional Requirements; part 6 Understanding the Municipality's Needs.
#4	Project Management Methodology	10	Section 2, part 7 Project Management Methodology
#5	Vendor's References	10	Section 2, part 4 Demonstrated History; part 8 Vendor References
#6	Cost	35	Section 1 Submission Instructions; part 8 Mandatory Criteria; Section 2, part 5 Functional and Technical (66-69)
	Total	100	



Cape Breton Regional Municipality

PROCUREMENT SECTION, FINANCIAL SERVICES

320 ESPLANADE, SUITE 104

SYDNEY, NS B1P 7B9

PHONE: 902-563-5015 FAX: 902-539-9964 EMAIL: purchase@cbrm.ns.ca

SCHEDULE "A"

MUNICIPAL BY-LAW COMPLIANCE CERTIFICATE

This document forms part of and is incorporated in to the Tender. Bidders convicted of violations of any Cape Breton Regional Municipal By-Laws or found in contravention of the Dangerous and Unsightly Provision of the *Municipal Government Act*, S.N.S. 1998, c. 18 shall be precluded from bidding on the tender. Successful bidders who subsequently are found guilty of violation of any Cape Breton Regional Municipal By-Laws or are found to have contravened the Dangerous and Unsightly Provision of the *Municipal Government Act* S.N.S. 1998, c. 18 shall have the tenders revoked and shall be precluded from bidding on subsequent tenders for a period of thirty-six months.

_____ (hereinafter referred to as "The Bidder") does hereby certify that the Bidder has not been found guilty of violation of any Cape Breton Regional Municipal By-Laws and has not been found to have contravened the Dangerous and Unsightly Provision of the *Municipal Government Act* S.N.S. 1998, c. 18 and furthermore hereby agrees to comply with all Cape Breton Regional Municipal By-Laws and the Dangerous and Unsightly provision of the *Municipal Government Act*, S.N.S. 1998, c. 18. The Bidder understands and agrees that any finding of guilt or contravention of any Cape Breton Regional Municipal By-Laws and provisions will result in the Tender being revoked and the Bidder being precluded from bidding on any subsequent Tender for a period of thirty-six months.

Witness

Bidder

CBRM INTERNAL USE ONLY

Approved by: _____

Title: _____

Date: _____



SCHEDULE "B"

TRADE AGREEMENTS ACKNOWLEDGEMENT

All Public Sector Entities in Nova Scotia have trade agreement obligations under the Public Procurement Act. Trade agreements play a vital role in our economy. They create market access for our goods and services by reducing barriers to, among other things, labour mobility, investments, energy, agriculture, and government procurement. Agreements can be comprehensive, covering a number of different issues, or more concentrated, covering individual issues. Each agreement has unique language, exemptions, rules, and requirements.

Municipalities, Academic Institutions, School Boards, Health Authorities (MASH) and Crown Corporations that have their own procurement groups and policies must ensure they are consistent with the principles of the Province of Nova Scotia Procurement Policy, and the obligations of the Public Procurement Act.

Trade Agreements that impact government procurement in Nova Scotia include the Canadian Free Trade Agreement (CFTA) and the Comprehensive Economic Trade Agreement with the European Union (CETA). The CFTA and CETA includes all provinces, Northwest Territories, Yukon, and the Federal Government as well as their respective MASH sectors and Crown Corporations.

The key to being compliant with multiple trade agreements is to ensure you are meeting the obligations of the one with the lowest thresholds, which in this case is the CFTA. Table A outlines the thresholds for these two agreements.

TABLE A – Domestic Agreement

Agreement	Coverage	MASH
Canadian Free Trade Agreement	Equal access to Canadian suppliers. Includes all CDN Provinces, NWT, YUK, their respective MASH and Crowns, and the Federal Government	Goods: \$105,700+ Services: \$105,700+ Construction: 264,200+
Comprehensive Economic Trade Agreement with the European Union	Equal access to EU suppliers – includes: Federal Government, Provinces, Territories, MASH, Provincial/Federal Crowns & Public Utilities (many exceptions)	Goods: \$365,700+ Services: \$365,700+ Construction: \$9.1M+

_____ (hereinafter referred to as "The Bidder") does hereby acknowledges the understanding that this tender falls under the Domestic Trade Agreements. As part of these agreements and under the Nova Scotia Public Procurement Act, CBRM is included as part of the MASH Sector. This document forms part of and is incorporated into the Tender.

Witness

Bidder