

**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

|  |
| --- |
| **Request for Proposals**  **For**  Digital Mapping and Locating (ML) System and  Associated Content Management System (CMS) |

Request for Proposals No.: **956.19**

Issued: **August 1st, 2019**

Submission Date**: 3:00 pm August 26th, 2019**

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# PART 1 – INTRODUCTION

## 1.1 Invitation to Proponents

This Request for Proposals (“RFP”) is an invitation by the Centre for Addiction and Mental Health (“CAMH”) to prospective proponents to submit proposals for Development, Implementation and Support of a Digital Mapping and Locating (ML) system and an associated Content Management System (CMS) for map and object management**,** as further described in Part 2 – The Deliverables (the “Deliverables”) to support fixed and moble Wayfinding applications.

CAMH is Canada's largest mental health and addiction teaching hospital and a world leading research centre in this field. CAMH combines clinical care, research, education, policy development and health promotion to help transform the lives of people affected by mental illness and addiction. CAMH is fully affiliated with the University of Toronto, and is a Pan American Health Organization/World Health Organization Collaborating Centre. For more information, please visit camh.ca or follow @CAMHnews on Twitter.

For the purposes of this procurement process, the “CAMH Contact” shall be: Richard Alexander **at** [**richard.alexander@camh.ca**](mailto:richard.alexander@camh.ca).

## 1.2 Type of Contract for Deliverables

The selected proponent will be requested to enter into negotiations for an agreement with CAMH for the provision of the Deliverables in the form attached as Appendix A to the RFP (the “Form of Agreement”). It is CAMH’s intention to enter into an agreement with only one (1) legal entity. For greater certainty, the terms ‘agreement’ and ‘contract’ are used interchangeably in this RFP and refer to the agreement to be entered into between the selected proponent and CAMH.

The term of the contract shall commence on the effective date as set out in the agreement and continue until completion of the requirements, scope and Deliverables as stipulated in Appendix E to the RFP.

## 1.3 No Guarantee of Volume of Work or Exclusivity of Contract

CAMH makes no guarantee of the value or volume of work to be assigned to the selected proponent. The agreement to be negotiated with the selected proponent will not be an exclusive contract for the provision of the described Deliverables. CAMH may contract with others for the same or similar Deliverables to those described in the RFP or may obtain the same or similar Deliverables internally.

[End of Part 1]

# PART 2 – SCOPE OF WORK (SOW)

## 2.1 Definition of Deliverables

The term “Deliverables” as used in this RFP shall refer to any product and / or services to be provided by a proponent under the terms of this RFP.

## 2.2 Description of Deliverables

CAMH is seeking to procure a Digital Mapping and Locating (ML) system and an associated Content Management System (CMS) for map and object management at CAMH, as further described in Appendix E – RFP Particulars.

## 2.3 Material Disclosures

Proponents should refer to Appendix E – RFP Particulars – Section B. Material Disclosures.

[End of Part 2]

# PART 3 – SUBMISSION AND EVALUATION OF PROPOSALS

## 3.1 Timetable and Submission Instructions

Proponents should submit their proposals according to the following timetable and instructions.

### 3.1.1 Timetable

|  |  |
| --- | --- |
| Issue Date of RFP | August 1st , 2019 |
| Deadline for Questions | August 13th , 2019 |
| Deadline for Issuing Addenda | August 19th , 2019 |
| Submission Date and Time | August 26, 2019 @ 3:00 pm |
| Rectification Period, if required | 2 Business Days |
| Interview / Presentation, if required | Week of September 16, 2019 |
| Final Selection / Award | Week of September 23, 2019 |

The RFP timetable is tentative only, and may be changed by CAMH at any time by way of an addendum.

### 3.1.2 Proposals Should Be Submitted in Prescribed Manner

Proposals must be submitted on-line thru Biddingo.com

3.1.3 Proposals Should Be Submitted on Time

Proposals should be submitted in the prescribed manner as set out above on or before the Submission Date and Time. Biddingo.com will not allow proposals to be submitted after the expiry of the Submission Date and Time.

### 3.1.4 Withdrawing Proposals

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 CAMH Contact and must be signed by an authorized representative of the proponent. CAMH will accept email request for withdrawal from the authorized representative only. CAMH is under no obligation to return withdrawn proposals.

## 3.2 Stages of Proposal Evaluation

CAMH will conduct the evaluation of proposals in the following four (4) stages.

## 3.3 Stage I – Mandatory forms, Submission and rectification

### Stage I will consist of a review to determine which proposals comply with all of the mandatory forms requirements.

Proposals failing to satisfy the mandatory forms requirements as of the Submission Date will be provided an opportunity to rectify any deficiencies. Proposals failing to satisfy the mandatory forms requirements as of the Rectification Period will be excluded from further consideration.

### 3.3.1 Mandatory Forms and Rectification Period (if required)

Other than inserting the information requested on the mandatory submission forms set out in the RFP, a proponent may not make any changes to any of the forms. Proponents submitting forms, excluding rate the Rate Bid Form (Appendix C), that are not correct will be provided an opportunity prior to the end of the Rectification Period to rectify any deficiencies.

If rectification is required proponents will be notified by the CAMH Contact via e-mail of the deficiencies to be rectified. The date and time the e-mail is sent by the CAMH Contact is the start of the Rectification Period. Proponents failing to rectify the deficiencies may be excluded from further consideration.

### Submission Form (Appendix B)

Each proposal must include a Submission Form (Appendix B) completed and signed by an authorized representative of the proponent.

### 3.3.3 Rate Bid Form (Appendix C)

Each proponent must include a Rate Bid Form (Appendix C) completed according to the instructions contained in that document as well as those instructions set out below:

1. rates shall be provided in Canadian funds, inclusive of all applicable duties and taxes except for HST, which should be itemized separately; and
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 to CAMH, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.

### 3.3.4 Reference Form (Appendix D)

Each proponent must complete the Reference Form (Appendix D) and include it with its proposal.

### 3.3.5 Other Mandatory Requirements

See requirements in Appendix E – RFP Particulars Section D.

## 3.4 Stage II – Evaluation of Rated Criteria

Stage II will consist of a scoring by CAMH of each qualified proposal on the basis of the rated criteria. Proponent’s proposals that fail to meet minimum threshold scores will not be included in further stages of the evaluation process.

Proponents should refer to Appendix E – RFP Particulars – Section E for a breakdown of the Rated Criteria.

## 3.5 Stage III **-** Interview / Presentation, if required

Stage III will consist of interview / presentation and or demonstration by short-listed proponent(s) of their proposed solution, if required. CAMH will determine the number of proponents to be shortlisted at its sole discretion.

The technical scores will be adjusted as applicable following the results of the interview / presentation.

## 3.6 Stage IV – Evaluation of Pricing

Stage IV will consist of a scoring of the pricing submitted. The evaluation of price will be undertaken after the evaluation of the mandatory & rated requirements and the interview / presentation (if required) has been completed.

Proponents should refer to the Rate Bid Form at Appendix C and Appendix E – RFP Particulars – Section G for a breakdown of the pricing evaluation.

## 3.7 Cumulative Score and Selection of Highest Scoring Proponent

### At the conclusion of Stage IV, all scores from Stages II/III & IV will be added and the highest ranking proponent will be selected for contract negotiations in accordance with Part 4 – Terms and Conditions of the RFP process, subject to satisfactory reference check, if applicable.

## 3.8 Tie Score

A tie is declared when two or more qualifying proponents have scores separated by less one (1) full point. In the event of a tie score, the proponent with the higher rated criteria score will be given preference. If the tie persists, the proponent who submitted their proposal earlier will be declared as the winner of the tie.

[End of Part 3]

# PART 4 – TERMS AND CONDITIONS OF THE RFP PROCESS

## 4.1 General Information and Instructions

### 4.1.1 Proponents to Follow Instructions

Proponents should structure their proposals in accordance with the instructions in the RFP. Where information is requested in the RFP, any response made in a proposal should reference the applicable section numbers of the RFP where that request was made.

### 4.1.2 Proposals in English

All proposals are to be in English only.

### 4.1.3 CAMH’s Information in RFP Only an Estimate

CAMH and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in the RFP or issued by way of addenda. Any quantities shown or data contained in the RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to proponents the general size of the work. It is the proponent’s responsibility to avail itself of all the necessary information to prepare a proposal in response to the RFP.

### 4.1.4 Proponents Shall Bear Their Own Costs

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 or demonstrations.

## 4.2 Communication after Issuance of RFP

### 4.2.1 Proponents to Review RFP

Proponents shall promptly examine all of the documents comprising the RFP, and

1. shall report any errors, omissions or ambiguities; and
2. may direct questions or seek additional information

in writing by email on or before the proponent’s Deadline for Questions to the CAMH Contact (with a cc: to [christine.woudenberg@camh.ca](mailto:christine.woudenberg@camh.ca).) All questions submitted by proponents by email to CAMH Contact shall be deemed to be received once the email has entered into CAMH Contact’s email inbox. No such communications are to be directed to anyone other than CAMH Contact. CAMH is under no obligation to provide additional information.

For further clarity, proponents are required to restrict all communication regarding this RFP to the CAMH Contact only. Any attempt on the part of a proponent to circumvent this requirement during the RFP process shall lead to disqualification.

It is the responsibility of the proponent to seek clarification from the CAMH Contact on any matter it considers to be unclear. CAMH shall not be responsible for any misunderstanding on the part of the proponent concerning the RFP or its process.

### 4.2.2 All New Information to Proponents by Way of Addenda

The RFP may be amended only by an addendum in accordance with this section. If CAMH, for any reason, determines that it is necessary to provide additional information relating to the RFP, such information will be communicated to all proponents by addenda. Each addendum forms an integral part of the RFP.

Such addenda may contain important information, including significant changes to the RFP. Proponents are responsible for obtaining all addenda issued by CAMH. In the Submission Form (Appendix B), proponents should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.

### 4.2.3 Post-Deadline Addenda and Extension of Submission Date

If any addendum is issued after the Deadline for Issuing Addenda, CAMH may at its discretion extend the Submission Date for a reasonable amount of time.

### 4.2.4 Verify, Clarify and Supplement

When evaluating responses, CAMH 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. CAMH may revisit and re-evaluate the proponent’s response or ranking on the basis of any such information.

### 4.2.5 No Incorporation by Reference

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.

### 4.2.6 Proposal to Be Retained by CAMH

CAMH will not return the proposal or any accompanying documentation submitted by a proponent.

## 4.3 Negotiations, Notification and Debriefing

### 4.3.1 Selection of Top-Ranked Proponent

The top-ranked proponent, as established under Part 3 – Evaluation of Proposals, will receive a written invitation to enter into direct contract negotiations with CAMH.

### 4.3.2 Timeframe for Negotiations

CAMH intends to conclude negotiations within thirty (30) days commencing from the date CAMH invites the top-ranked proponent to enter negotiations. A proponent invited to enter into direct contract negotiations should therefore be prepared to provide requested information in a timely fashion and to conduct its negotiations expeditiously.

### 4.3.3 Process Rules for Negotiations

Any negotiations will be subject to the process rules contained in this Part 4 – Terms and Conditions of RFP Process and the Submission Form (Appendix B) and will not constitute a legally binding offer to enter into a contract on the part of CAMH or the proponent. Negotiations may include requests by CAMH for supplementary information from the proponent to verify, clarify or supplement the information provided in its proposal or to confirm the conclusions reached in the evaluation, and may include requests by CAMH for improved pricing from the proponent.

### 4.3.4 Terms and Conditions

The terms and conditions found in the Form of Agreement (Appendix A) are to form the starting point for negotiations between CAMH and the selected proponent.

### Any departures from the terms and conditions, and specifications must be clearly indicated. To receive proper consideration, it is required that all such areas be clearly defined and that the written explanation should include the scope of the departures, their ramifications and a description of the advantages to be gained. Qualifying clauses or exceptions may result in rejection of the proponent’s response.

### 4.3.5 Failure to Enter Into Agreement

Proponents should note that if the parties cannot execute a contract within the allotted thirty (30) days, CAMH may invite the next-best-ranked proponent to enter into negotiations. In accordance with the process rules in this Part 4 – Terms and Conditions of RFP Process and the Submission Form (Appendix B), there will be no legally binding relationship created with any proponent prior to the execution of a written agreement. With a view to expediting contract formalization, at the midway point of the above-noted timeframe, CAMH may elect to initiate concurrent negotiations with the next-best-ranked proponent. at any time CAMH may discontinue negotiations with that particular proponent. This process shall continue until a contract is formalized, until there are no more proponents remaining that are eligible for negotiations or until CAMH elects to cancel the RFP process.

### 4.3.6 Notification to Other Proponents

Other proponents that may become eligible for contract negotiations will be so notified in writing at the commencement of the negotiation process. Once a contract is executed between CAMH and a proponent, the other proponents shall be notified by public posting, in the same manner that the RFP was originally posted, of the outcome of the procurement process and the award of the contract.

### 4.3.7 Debriefing

Proponents may request a debriefing after receipt of a notification of award. All requests must be in writing to the CAMH Contact and must be made within sixty (60) days of notification of award. The intent of the debriefing information session is to aid the proponent in presenting a better proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process or to discuss another proponent’s proposal.

### 4.3.8 Bid Protest Procedure

If a proponent wishes to challenge the outcome of the RFP process, it should provide written notice to the CAMH Contact within sixty (60) days of notification of award, and CAMH will respond in accordance with its bid protest procedures.

## 4.4 Prohibited Communications and Confidential Information

### 4.4.1 Prohibited Proponent Communications

The proponent shall not engage in any Conflict of Interest communications and should take note of the Conflict of Interest declaration set out in the Submission Form (Appendix B). For the purposes of this Section, “Conflict of Interest” shall have the meaning ascribed to it in the Submission Form (Appendix B).

### 4.4.2 Proponent Not to Communicate with Media

A proponent may not at any time directly or indirectly communicate with the media in relation to the RFP or any contract awarded pursuant to the RFP without first obtaining the written permission of CAMH Contact.

### 4.4.3 Confidential Information of CAMH

All information provided by or obtained from CAMH in any form in connection with the RFP either before or after the issuance of the RFP

1. is the sole property of CAMH and must be treated as confidential;
2. is not to be used for any purpose other than replying to the RFP and the performance of any subsequent contract;
3. must not be disclosed without prior written authorization from CAMH; and
4. shall be returned by the proponents to CAMH immediately upon the request of CAMH.

### 4.4.4 Confidential Information of Proponent

A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by CAMH. The confidentiality of such information will be maintained by CAMH, 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 CAMH’s advisers 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 the RFP, questions are to be submitted to CAMH Contact.

## 4.5 Freedom of Information and Protection of Privacy Act (FIPPA)

FIPPA applies to all proposals submitted to CAMH. Proposals will be received in confidence subject to the disclosure requirements of FIPPA. Proponents should identify any portions of their proposal which contain a trade secret, scientific, technical, financial, commercial or labour relations information supplied in confidence and which will cause harm if disclosed. Questions about FIPPA should be directed to the CAMH Contact.

## 4.6 Tobacco Free and cannabis free

CAMH is a tobacco & cannabis free organization.  Proponents must observe this organizational policy by refraining from smoking (including e-cigarettes and vaping) or using other tobacco and cannabis products on CAMH property, including in personal vehicles parked on CAMH property.

## 4.7 Procurement Process Non-binding

4.7.1 No Contract A and No Claims

The procurement process is not intended to create and shall not create a formal legally binding bidding process and shall instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation: (a) the RFP shall not give rise to any “Contract A”–based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and (b) neither the proponent nor CAMH shall have the right to make any breach of contract, tort or other claims against the other with respect to the award of a contract, failure to award a contract or failure to honour a response to the RFP.

### 4.7.2 No Contract until Execution of Written Agreement

The RFP process is intended to identify prospective vendors for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service shall be created between the proponent and CAMH by the RFP process until the successful negotiation and execution of a written agreement for the acquisition of such goods and/or services.

### 4.7.3 Non-binding Price Estimates

While the pricing information provided in responses will be non-binding prior to the execution of a written agreement, 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.

### 4.7.4 Disqualification for Misrepresentation

CAMH may disqualify the proponent or rescind a contract subsequently entered if the proponent’s response contains misrepresentations or any other inaccurate, misleading or incomplete information.

### 4.7.5 References and Past Performance

CAMH’s evaluation may include information provided by the proponent’s references and may also consider the proponent’s past performance on previous contracts with CAMH or other institutions.

### 4.7.6 Inappropriate Conduct

CAMH may prohibit a Proponent from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, and such inappropriate conduct shall include but not be limited to the following: (a) the submission of quotations containing misrepresentations or any other inaccurate, misleading or incomplete information; (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, as solely determined by CAMH, which constitutes a Conflict of Interest. For the purposes of this Section, “Conflict of Interest” shall have the meaning ascribed to it in the Submission Form (Appendix B).

### 4.7.7 Cancellation

CAMH may cancel or amend the RFP process without liability at any time.

## 4.8 Governing Law and Interpretation

### 4.8.1 Governing Law

The terms and conditions in this Part 4 – Terms and Conditions of RFP Process (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 Ontario and the federal laws of Canada applicable therein.

[End of Part 4]

# APPENDIX A – FORM OF AGREEMENT

**Master Services Agreement to be downloaded from biddingo.com**

# APPENDIX B – SUBMISSION FORM

1. Proponent Information

| Please fill out the following form, and name one person to be the contact for the RFP response and for any clarifications or amendments that might be necessary. | |
| --- | --- |
| Full Legal Name of Proponent: | Jibestream Inc. |
| Any Other Relevant Name under Which the Proponent Carries on Business: | Inpixon |
| Street Address: | 455 Dovercourt Road, |
| City, Province/State: | Toronto, Ontario |
| Postal Code: | M6H 2W3 |
| Phone Number: | *647-252-2909* |
| Fax Number: |  |
| Company Website (If Any): | [www.jibestream.com](http://www.jibestream.com) |
| RFP Contact Person and Title: | Vinay Iyer  Enterprise Account Executive |
| RFP Contact Phone: | 647-252-2909 |
| RFP Contact Facsimile: |  |
| RFP Contact E-mail: | viyer@jibestream.com |

2. Acknowledgment of Non-binding Procurement Process

The proponent acknowledges that the RFP process will be governed by the terms and conditions of the 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 CAMH and the selected proponent have executed a written contract.

3. Ability to Provide Deliverables

The proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required under the RFP. The proponent represents and warrants its ability to provide the Deliverables required under the RFP in accordance with the requirements of the RFP for the Rates set out in the Rate Bid Form and has provided a list of any subcontractors to be used to complete the proposed contract. The proponent encloses herewith as part of the proposal the mandatory forms set out below:

|  |  |
| --- | --- |
| **Form** | **Initial to Acknowledge Uploaded to Biddingo.com** |
| Submission Form – Appendix B |  |
| Rate Bid Form – Appendix C |  |
| Reference Form – Appendix D |  |
| Response to SOW – Appendix E |  |

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

4. Non-binding Price Estimates

The proponent has submitted its Rates in accordance with the instructions in the RFP and in the Rate Bid Form set out in Appendix C. 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.

5. Addenda

The proponent is deemed to have read and accepted all addenda issued by CAMH 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 is requested to confirm 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.

6. Conflict of Interest

For the purposes of this section, the term “Conflict of Interest” means

(a) in relation to the RFP process, the proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of CAMH in the preparation of its proposal that is not available to other proponents, (ii) communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the RFP process; or

(b) in relation to the performance of its contractual obligations contemplated in the contract that is the subject of this procurement, the proponent’s other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

If the box below is left blank, the proponent will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, if the statement below applies, check the box.

* The proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the proponent declares an actual or potential Conflict of Interest by marking the box above, the proponent must set out below details of the actual or potential Conflict of Interest:

|  |
| --- |
|  |
|  |

The following individuals, as employees, advisers, or in any other capacity (a) participated in the preparation of our proposal; **AND** (b) were employees of CAMH and have ceased that employment within twelve (12) months prior to the Submission Date:

|  |
| --- |
| **Name of Individual: NOT APPLICABLE** |
| **Job Classification:** |
| **Department:** |
| **Last Date of Employment with CAMH:** |
| **Name of Last Supervisor:** |
| **Brief Description of Individual’s Job Functions:** |
| **Brief Description of Nature of Individual’s Participation in the Preparation of the Proposal:** |

(Repeat above for each identified individual)

The proponent agrees that, upon request, the proponent shall provide CAMH with additional information from each individual identified above in the form prescribed by CAMH.

7. 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 consentsto the disclosure, on a confidential basis, of this proposal by CAMH to CAMH’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 and Title |
|  |  |
|  | Date: |
|  | I have authority to bind the proponent |

# APPENDIX C – RATE BID FORM

**Professional Development**

This is a ‘FIXED PRICE’ RFP, inclusive of ‘Post Launch Support’ for three (3) months from the fully operational date, exclusive of HST.

There will be approximately 30 working weeks from start of work to the finish including 3 months of post launch support. A work day will be 8 hours.

The pricing should be in Canadian Dollars.

Proponents are requested to provide their pricing response in the tables below (add lines if required.) The payment schedule will be based on Milestones. (See Part 3 section 3.3.2 for more details)

|  |  |  |  |
| --- | --- | --- | --- |
| Milestone | Estimated Date | Percentage | Amount |
| Contract Signing (start) | September, 2019 | 0% | $0.00 |
| List Milestone (Add Lines if Required) | xxxx |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Post Development Support | xxxx |  |  |
|  | Subtotal | 100% | $0.00 |
|  | HST |  | $0.00 |
|  | Total |  | $0.00 |

The total cost must include all applicable costs associated with development and implementation of the system, the required warranty and software update coverage and all training requirements.

**Content Management System**

|  |  |
| --- | --- |
| Licenses Fee | $0.00 |
| Annual Support & Maintenance Fee (1st year) | $0.00 |
| Annual CMS Subscription Fee (1st year) |  |
| Annual Support & Maintenance Fee (2nd - 5th year) |  |
| Annual CMS Subscription Fee (2nd - 5th year) |  |
| Subtotal | $0.00 |
| HST | $0.00 |
| Total | $0.00 |

Please include, in the table below, pricing for such prospective purchases as additional or out of scope work.

|  |  |  |
| --- | --- | --- |
| **Personnel Assigned\* to Content Management development and available post operational support period for Prospective Purchase of Additional Time** | | |
| **Resource Name** | **Title** | **Hourly Rate** |
|  |  |  |
|  |  |  |
|  |  |  |

**\*It is a requirement that the Personnel listed above will be those working on the Content Management throughout its development and implementation.**

**This Appendix C shall be uploaded to Biddingo.com. (Multiple documents can be uploaded if required.) No pricing information shall be included in any other files uploaded on Bidding.com. Violation of this requirement may lead to disqualification.**APPENDIX D – REFERENCE FORM

Each proponent is requested to provide three (3) references from clients who have obtained similar goods or services to those requested in the RFP from the proponent in the last 5 years.

**Reference #1**

|  |  |
| --- | --- |
| **Company Name:** | Veterans’ Affairs Medical Centre, Orlando Florida |
| **Company Address:** | 13800 Veterans Way,  Orlando, FL 32827, USA |
| **Contact Name:** | Jeff Saura, Chief Digital Officer |
| **Contact Telephone Number:** | 407-631-1669 |
| **Contact email:** | jeffrey.saura@va.gov |
| **Date Work Undertaken:** | February 1, 2016 |
| **Nature of Assignment:**  **(Include Project Name, if any)** | Jibestream indoor mapping SDK, API, CMS.  1.2 million sq. ft. of facility space was digitized and stored in the Jibestream Content Management System and Jibestream’s native SDKs were integrated into Orlando VA’s iOS, Android, web, and touch-screen kiosks. Indoor Positioning was integrated to add support for ‘blue dot’ wayfinding. Unique use-case: Jibestream's geofence feature is being used to alert staff if patients with Alzheimer's leave a geofenced area. |
| **Approximate Cost of Project:** | $85,000 USD |

**Reference #2**

|  |  |
| --- | --- |
| **Company Name:** | Kaleida Health, Buffalo New York (5 hospitals deployed) |
| **Company Address:** | Kaleida Health, Buffalo New York (5 hospitals deployed)  Buffalo, New York, 14203 |
| **Contact Name:** | Brian DeCicco |
| **Contact Telephone Number:** | (716) 859-8181 |
| **Contact email:** | bdecicco@kaleidahealth.org |
| **Date Work Undertaken:** | April 2, 2017 |
| **Nature of Assignment:**  **(Include Project Name, if any)** | After a successful POC at Oshei Children's Hospital, Jibestream's indoor mapping and wayfinding solutions were deployed in a total of 5 buildings in all 3 platforms (Web, iOS, and Android). Blue-Dot wayfinding was provided with BLE beacons. Kaleida Health won 'The Most Wired Innovator' award immediately after deploying this solution. |
| **Approximate Cost of Project:** | $100,000 USD |

**Reference #3**

|  |  |
| --- | --- |
| **Company Name:** | Lee Health |
| **Company Address:** | 23450 Via Coconut Point, Estero, FL 33928, USA |
| **Contact Name:** | Jonathan Witenko |
| **Contact Telephone Number:** | 239-343-8012 |
| **Contact email:** | [Jonathan.Witenko@LeeHealth.org](mailto:Jonathan.Witenko@LeeHealth.org) |
| **Date Work Undertaken:** | August 1, 2018 |
| **Nature of Assignment:**  **(Include Project Name, if any)** | Lee Health indoor mapping, SDK, CMS, API project. |
| **Approximate Cost of Project:** | $55,000 USD |

# APPENDIX E – RFP PARTICULARS

## A. PROJECT BACKGROUND / INTRODUCTION

The Centre for Addiction and Mental Health (CAMH) is seeking, mid-to-large-sized service agency that can provide us the following services.

1. We are looking for a mapping CMS; should be a subscription cloud based solution that CAMH will manage.
2. We are looking for professional services to assist CAMH to digitize our floorplans and building layouts and upload into the CMS.
3. The CMS will have API/SDKs that the internal team can use to call the mapping services to build into CAMH’s new Wayfinding App for real time updates

This document includes the statement of work for the implementation of a mapping content management system required for the new mobile wayfinding application developed by CAMH web team.

## B. SCOPE OF SERVICE AND DELIVERABLES

The scope of the engagement and associated deliverables are covered in the following sections:

*1. Functional Requirements*

For a full description of the functional requirements, please refer to Annexure I.

*2. Professional Services Requirements*

For a full description of the professional services requirements, please refer to Annexure II.

3.*Maintenance and Support Services Requirements*

For a full description of the maintenance and support requirements, please refer to Annexure III.

1. *Resources Requirements*

For a full description of the Resource requirements, please refer to Annexure IV.

1. *Administrative Requirements*

* The proponent will be required to designate a single point of contact
* All project deliverables are to be provided in an editable format such as MS Word / Excel / MS Project (with the exception of brochures which may be provided in pdf format)

**Proponent Requirements**

* It is preferred that work not be subcontracted to external vendors. The assigned development team would ideally be in-house resources.
* Proponent organizations should demonstrate previous experience of successfully completing projects of similar scope, size and complexity.

**Process Requirements**

* The proponent will preferably utilize an agile-hybrid development methodology and facilitate the CAMH project team’s adoption of this process
* The proponent will prepare on boarding, maintenance and technical documentation for the ongoing maintenance and sustainability of the CMS and assist with operationalizing it amongst the internal CAMH team

**Communication & Collaboration Requirements**

* The selected proponent will work in close collaboration with CAMH. They will be expected to be open, transparent, honest, empathetic and flexible to the needs of the organization
* In the interest of ensuring CAMH is able to maintain and support beyond the contract period, an internal project team will be formed.
* The proponent will preferably have the ability to work off-site and on-site at CAMH offices, on an as-needed basis for the project

## C. MATERIAL DISCLOSURES

When submitting a proposal, the proponent is bidding for the opportunity to (a) complete the work identified in this document, and (b) be recognized as a vendor of record in a three (3) year engagement with CAMH.

Each proponent should provide the following in their proposal:

1. **Executive Summary:** Provide a summary of the key features of the proposal and the proponent’s expertise in this specific type of services. Discuss how the proponent is a good fit for CAMH and will address the specific needs of the organization as outlined in Appendix E, Section A – The Deliverables and Specifications.

Please provide the primary contact person, who will be the single point of contact (including name, title, phone, e-mail, office address) for all future communications between CAMH and the proponent and a secondary contact (including name, title, phone, e-mail, office address) in the event the primary contact is unavailable.

1. **Scope of Work, Process, Timeline, Fee Proposal & Rate Card:** For the project outlined in this document, provide a description and overview of the proposed scope of work, deliverables, client meeting assumptions and the timeline for the work. It is important that the project is started and completed in an efficient and effective manner. The proponent is to provide:

* A detailed work plan indicating the project method, schedule, tasks, milestones and deliverables for mapping of the CMS digitizing CAMH floorplan and campus layouts and uploading into the proposed CMS, subscription setup of the CMS and training and knowledge transfer to internal CAMH staff for maintenance of the CMS
* Provide an estimated overall timeline of the project, including an indication of the date the proponent could commence work
* Key dates for major deliverables should be clearly defined in the proponent's detailed work plan
* For each deliverable provide sufficient detail for the reviewers to evaluate the value of the effort expended
* Provide a proposed fee structure itemized by deliverable. Please review Appendix C for further direction. The prices are to include all expenses incurred in providing the services, including overhead, profit, courier services, telephone costs, travel, accommodations, etc. It is recommended that the proponent provide their best offer based on the scope of work outlined in this document.
* Include a rate card for various resources and services, which will be referenced for future projects throughout the vendor of record engagement

1. **Project Staff & Qualifications:** Proponents should identify persons or teams who demonstrate specific knowledge of, and experience in performing similar work as required in the scope of work of a comparable nature, size and scope that will be utilized in the first project for CAMH. In particular, the proponent should provide a list of key staff that the proponent would propose to use for this work together with their professional qualification, related project experience and an indication of their duties, responsibilities and years of experience.

In this section, the proponent should also include information about the company background, including company’s history, a total number of employees, capabilities/core competencies, etc., to support their bid to be the vendor of record.

1. **Previous Work:** Please provide a list of three (3) relevant projects and a brief description of each, including information on the type of project, the year the project was completed, scope of work and duration of the project. An active link of the final deliverable should be included. If possible, please include examples from the healthcare or education sectors.

Please ensure the following:

* + At least two (2) examples include experience in implementing a mapping CMS for an organization similar to CAMH.

1. **References:** Please provide a minimum of three (3) references of similar current or past contracts, including contact names and telephone numbers for each client. Please review and utilize the template included in Appendix D.

The proponent should submit a complete application to be evaluated for the competition. A complete application will include all of the above components listed from a) to e).

## D. MANDATORY REQUIREMENTS

In addition to the other RFP submission forms, proponents must meet the mandatory requirements identified in this section. Your proposal must include a response to each mandatory requirement in the corresponding area provided in the table below. Please indicate your compliance or otherwise with a ‘Yes’ / ‘No’ response.

Proponents that fail to meet any mandatory requirement shall not be eligible for further consideration.

|  |  |  |
| --- | --- | --- |
|  | Mandatory Requirements | Comply (Yes / No) |
| 1 | Proponent and their key resources must have previous experience of: |  |
|  | Managing a minimum of 2 projects of similar size, scope and complexity  within the past 5 years. | YES |
|  | Proponent’s proposed candidates MUST be able to commence work in  September/October 2019. | YES |

## E. RATED CRITERIA

Proposals will be evaluated based on the rated criteria detailed below. Proposal response should be clear, concise and should include response to the requirements listed in this section. Provide your response to the requirements using the format provided hereunder.

All resources, maintenance and support contract details should be specific to the implementation.

|  |  |  |
| --- | --- | --- |
| ITEM NO. | REQUIREMENTS | TYPE OF CRITERIA |
| 1.1 | Proponent Information – Corporate Profile & Experience | |
| Please provide your answers to the topics identified below by inserting your responses next to (or below) each topic.  Any 3rd party resource that will be engaged for this project is required to complete the Proponent Information as a separate subsection of the bid response. A 3rd Party resource is any sub-contractor or partner or consortium, either individual or a company that is not directly employed by the Proponent. | Rated |

* 1. Provide the following information:
     1. Company Name: Jibestream Inc.
     2. Address of Corporate Head Office:

455 Dovercourt Road, Toronto, Ontario, M6H 2W3

* + 1. Description of Primary Business:

Software company that specializes in enterprise indoor mapping platform that is delivered via our SDKs, APIs, and CMS.

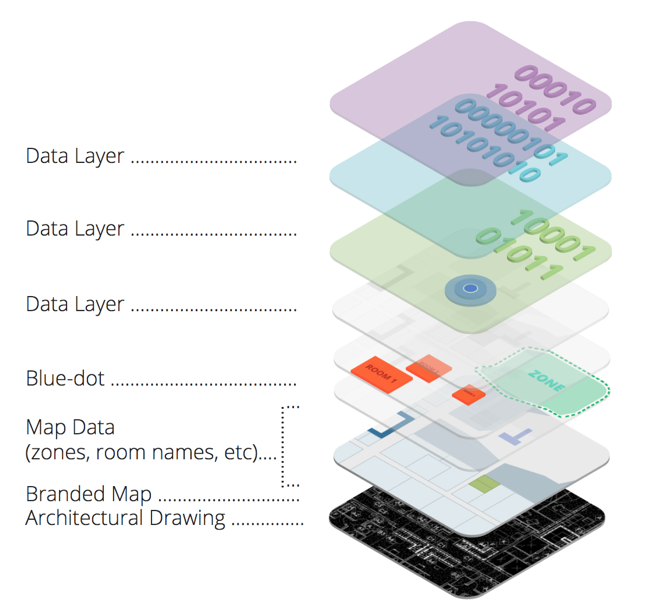
* + 1. What makes your business unique when comparing yourself to your competitors?

Jibestream is uniquely qualified to be CAMH’s partner for this initiative. A pioneer in digital wayfinding solutions with a vision to the future, we endeavor to work alongside our clients to share our learnings to date and look to chart the course for continued success, together. No other company can offer the CAMH the industry-specific solution that Jibestream does. We focus on delivering great experiences – for our clients, their guests, and all their stakeholders.

**Technology**

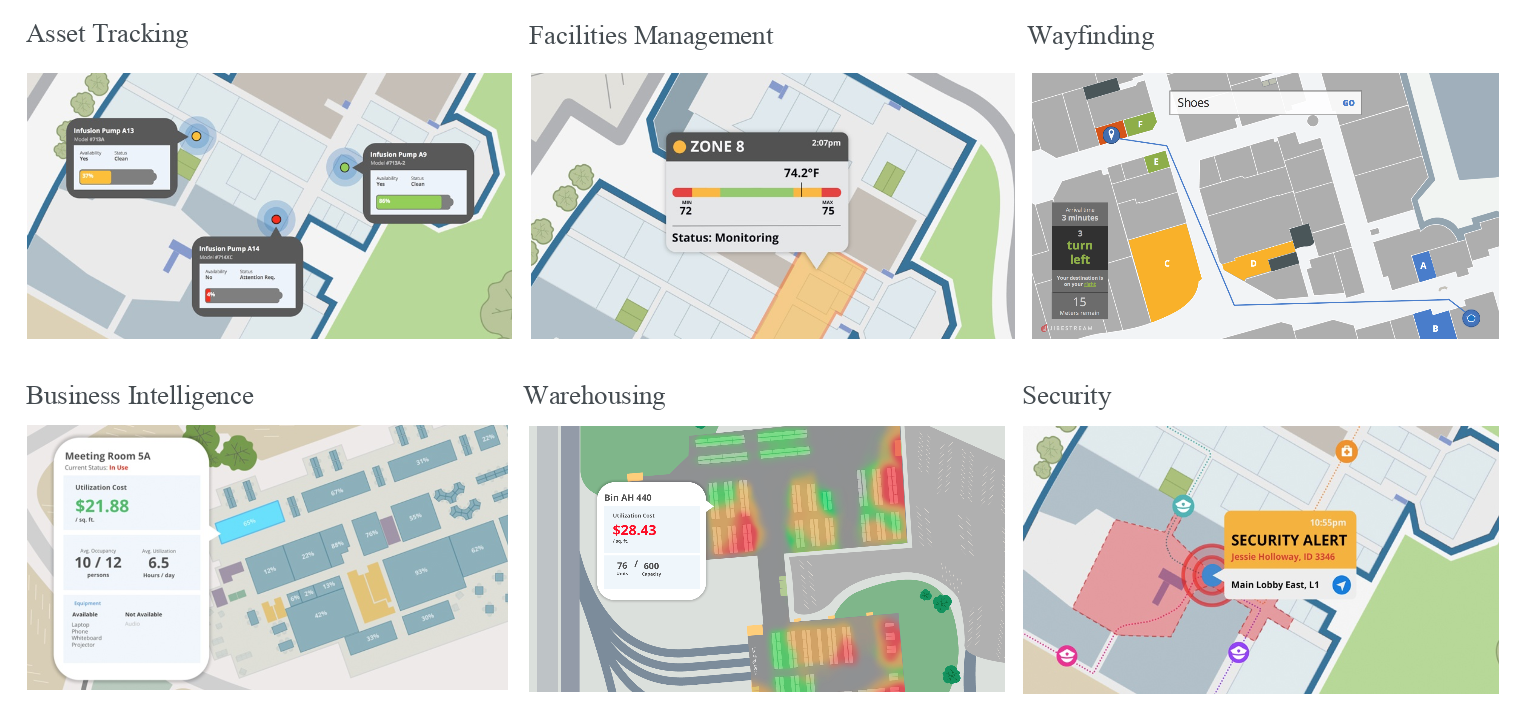
Jibestream offers a premium indoor mapping engine able to power CAMH’s geospatial requirements via a robust, dynamic, and contextually-aware platform. As a SaaS technology company, the Jibestream platform is delivered via a Software Development Kit (SDK), with a defined, but evolving, roadmap to meet the needs of our clients today, and in the future. The flexibility offered to CAMH through the SDK and the associated APIs for integration with third-party platforms provides the ultimate in control, management, and opportunity to integrate third-party platforms to increase the overall value of the solution to the organization, while minimizing the need for additional platforms, resources, and time.

More importantly, Jibestream maps possess the unique ability to incorporate layers of data on top of the maps such as creative elements, amenities, or third-party integrations (e.g. parking, building management systems, etc.). Thus, CAMH team will have increased flexibility in how, and by whom, its application can be leveraged throughout the organization – guests, visitors, facilities teams, administrators, and beyond, thereby increasing the value of its solution to the business.



*Jibestream layer-based maps*

Using the Jibestream platform will allow CAMH to power the greatest number of use cases ([www.jibestream.com/use-cases](http://www.jibestream.com/use-cases)) with just one platform. It is clear that the immediate need is providing wayfinding for guests. In the future, our platform will allow CAMH to add more use cases for different users (guests, employees, management) to generate more innovative solutions as they become necessary.



*Examples of possible use cases*

**Experience**

Having mapped 340 million+ square feet, Jibestream has a unique advantage due to the sheer amount of experience. The venues we have worked with come in all shapes, sizes, security requirements, and complexities. For example, we have deployed at some of the most secure venues (The Pentagon, NATO, US Army), complex venues (San Francisco Airport, Saudi Aramco, Detroit Diesel), as well as small to medium sized venues (corporate offices, hospital buildings).

Jibestream also has experience working with a wide variety of partners including Cisco, Mist, Microsoft, Siemens, and many more.

CAMH will benefit from Jibestream’s experience in delivering similar projects at scale, the best practices we have developed, and a shared vision for how to evolve solutions as needs and requirements change with the business.

**Consultancy and Support**

Jibestream plays a role of an educator and a consultant for our clients. Jibestream will become an extension to CAMH’s team during the deployment phase. We are keen to share all the learnings with CAMH. We believe that our success is in your success and will ensure that CAMH receives a white-glove support from Jibestream.

* + 1. Would you consider the public sector as one of your core competencies for client references? If so, please elaborate.

Yes, public sector is one of Jibestream’s core competencies. One of the first contracts that Jibestream ever won was with The Pentagon, who have continued to renew their contract and be Jibestream’s client for close to a decade. Other public sector clients that Jibestream has include:

* + The Department of Veterans’ Affairs medical centers (multiple)
  + Department of Defense hospitals (multiple)
  + NATO
  + And many more…
    1. Company Description - All bidders are to provide an overview of their company and describe in general terms their company’s overall products and services.

Jibestream is a premier indoor mapping platform provider. The company’s map rendering engine merges the location dimension into enterprise solutions for real-time visual intelligence. Jibestream allows developers to create tailored solutions using our SDKs and APIs while having centralized management of all associated data.

* + 1. Describe your company’s ability to provide service and support to CAMH in support of the proposed mapping content management system.

We understand that it takes a multidisciplinary team to support enterprise clients like CAMH. As such, Jibestream invests heavily in our Customer Success team. Given the scope of the potential engagement, Jibestream will leverage its cross-functional team that will be responsible for simplifying and facilitating all levels of communication and support between all stakeholders (CAMH, Jibestream, and external) and servicing the technical needs from inception to support. Upon being selected, Jibestream will work with your team to tailor the support model for your exact needs.

* + 1. Provide details on office locations/technical staffing levels. Emphasis should be on the staff that will be supporting the requirements of CAMH.

Jibestream is conveniently located less than 1 km from CAMH in the Little Italy neighbourhood of Toronto, Ontario. All of the technical staff (as described in Exhibit 1 are located in our Toronto office). Dave to add details on Inpixon offices and maybe a line on acquisition.

* + 1. How you would propose to support CAMH’s mapping content management system on an ongoing basis.

We understand that it takes a multidisciplinary team to support enterprise clients like CAMH. As such, Jibestream invests heavily in our Customer Success team. Given the scope of the potential engagement, Jibestream will leverage its cross-functional team that will be responsible for simplifying and facilitating all levels of communication and support between all stakeholders (CAMH, Jibestream, and external) and servicing the technical needs from inception to support. Upon being selected, Jibestream will work with your team to tailor the support model for your exact needs.

At a high-level, the standard response times and the associated resource commitment and escalation are set out in the following table:

|  |  |  |  |
| --- | --- | --- | --- |
| **Severity** | **Condition** | **Response Time** | **Resource Commitment** |
| Critical Impact  (Level 1) | Complete inability to use the Software.  No convenient work-around is available. | 2 business hours | Available workaround is  investigated and resolution is prioritized to be addressed as soon as possible via hotfix |
| Major Impact  (Level 2) | Major functionality of the Software not working.  The Software will operate but its operation is severely restricted. Temporary work-around may or may not be available. | 4 business hours | If available, a workaround is provided, and resolution is prioritized to be addressed in the next available release |
| Minor Impact  (Level 3) | Issues that affect an isolated, non-essential component of the Software that does not affect the ability of the Software to materially perform. | 4 business hours | If available, a workaround is provided, and resolution prioritized by Product team according to regular release cycle (backlog) |

If a higher level of service or SLAs are desired, Jibestream can offer an enhanced support program tailored to suit the needs of CAMH (additional fees would apply based on scope).

* 1. Experience on similar projects
     1. Describe your experience on projects similar in size and scope to CAMH’s mapping content management system project

The answer to this question is described in detail under Exhibit 1.

* + 1. If the product you are proposing is fairly new to your Company (less than 18 months) explain the steps that you have done to ensure success for installation and post support.

Not Applicable as Jibestream has 10-years of experience in deploying such products.

* 1. 3rd Party Information: **NOT APPLICABLE. No 3rd party sub-contractors are required for this project.** 
     1. Vendors must disclose any 3rd party resources that will provide support or services for this solution
     2. If a Partnership or consortium, describe the relationship between the companies
     3. Identify the name of each 3rd party resource
     4. Indicate which hardware/software is provided by the 3rd party
     5. Indicate the role the 3rd party will be providing for the implementation
     6. Is a separate contract required for this 3rd party?
     7. Which organization will be the primary contact for this solution?

|  |  |  |
| --- | --- | --- |
| ITEM NO. | REQUIREMENTS | TYPE OF CRITERIA |
| 2.1 | Proponent Information – References | |
| Provide a minimum of 2 current references to demonstrate your ability to provide services to an organization of the same size and using the same technologies/services as proposed to CAMH. References for healthcare facilities (primarily hospitals) would be preferred if possible and should be direct clients of the Respondent. The references should demonstrate the ability to implement a mapping CMS similar to the requirements for CAMH.   * For each reference, provide a project description, name,   address, telephone, email of the client, project start and  finish dates, description of a resource’s role, and any  other relevant information.   * For each reference, use the Reference Project Form   template (Available in Appendix “D”)  **Please see Exhibit 1. References are also included in Appendix D.**  Any 3rd party resource that will be engaged for this project is required to complete the Reference Projects as a separate subsection of the bid response. A 3rd Party resource is any sub-contractor or partner or consortium, either individual or a company that is not directly employed by the vendor. | Rated |

**Ability to Meet Requirements**

|  |  |  |
| --- | --- | --- |
| ITEM NO. | REQUIREMENTS | TYPE OF CRITERIA |
| 3.1 | Understanding of Requirements and Proposed Technical Solution | |
| Please provide your answers to the topics identified below by inserting your responses next (or below) each topic. | Rated |

Provide a summary of your understanding of the project requirements in your own language reflecting your expertise and insight. Please explain how your organization is uniquely positioned to meet the requirements of this RFP.

The response is to include a detailed scope of work demonstrating a good understanding of the project. If selected as the winning provider of services this scope of work will help build the foundation for the project. At a minimum, the scope of work should include details such as:

* + 1. Understanding of CAMH’s target Mapping CMS environment
    2. Design process
    3. Administrator Training
    4. End User Training
    5. System Testing
    6. User Acceptance Testing
    7. As-Built Documentation
       1. DR Document
    8. Change Management Process
* Please see the Scope of Work in Exhibit 1
* You can access our documentation at support.jibestream.com. In order to do so, please create an account with your CAMH email address.
* Please see DR Document in Exhibit 3

Project management methodology which should include at a minimum process for status reporting, issue management, project change control and risk management.

|  |  |  |
| --- | --- | --- |
| ITEM NO. | REQUIREMENTS | TYPE OF CRITERIA |
| 3.2 | Proposed Technical Solution - Functional Requirements | |
| Please provide your response to this section by directly inserting your answers next to each question in “Annexure I - Functional Requirements”  Responded under Annexure I | Rated |

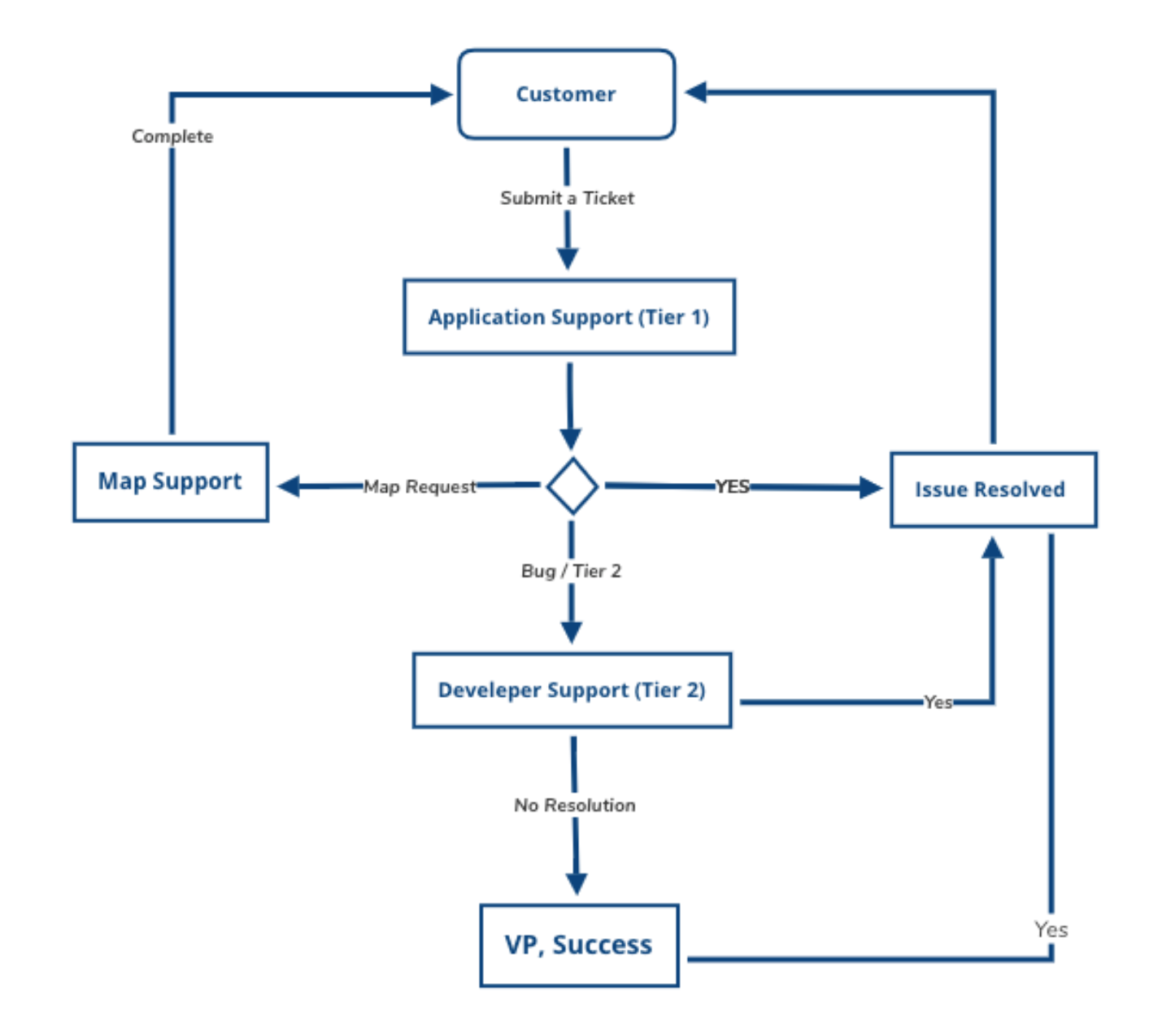
|  |  |  |
| --- | --- | --- |
| ITEM NO. | REQUIREMENTS | TYPE OF CRITERIA |
| 3.3 | Proposed Technical Solution - Maintenance and Support Services Requirements | |
| Please provide your response to this section by directly inserting your answers next to each question in “Annexure III - Maintenance and Support Services Requirements”  Responded under Annexure III | Rated |

|  |  |  |
| --- | --- | --- |
| ITEM NO. | REQUIREMENTS | TYPE OF CRITERIA |
| 3.5 | Proposed Implementation Plan - Recommended Work Plan | |
| Please provide your response to the topics identified below by inserting your responses next (or below) each topic. | Rated |

* The proponent must describe the company’s approach to implementing the project, and include specific details about how the company would provide the services that are requested in this RFP.

Please see Jibestream’s detailed Statement of Work (SOW) in Exhibit 1.

* The proponent is to incorporate an organizational chart indicating how the proponent intends to structure its working relationship with CAMH.



* Implementation - Provide a project schedule/implementation plan with respect to the requested services (i.e. actions, responsibilities, time frames and individuals required to perform and complete the requested services). The plan in your proposal should show the strategy for the deployment the dates indicated below are for RFP planning purposes only with firm project milestone dates to be established with the vendor after awarding of the contract.

Suggested milestones:

* + 1. Solution Award – {Enter Date Here}
    2. Design Signoff
    3. CMS Installation Completed
    4. Acceptance Testing Signoff
    5. Start of Maintenance/Warranties

Please see our detailed Statement of Work (SOW) attached under EXHIBIT 1.

* Staff Training Requirements
  + 1. Clearly identify your approach for the end users training.
    2. Clearly identify your approach for the administrative staff training

Please see

* Quality Control - Define the quality control plan or process including measurement methods which will be used to monitor and report on performance to CAMH.
* Communication and Reporting - Describe how CAMH will be informed of the project status.
* Knowledge Transfer & Transition Plan - Describe how knowledge will be transferred to the CAMH team and the nature of the knowledge to be transferred.
* Identify the estimated resource requirements from CAMH for all project activities

Contingency Plan: Please identify what the critical risks are for a project of the size and scope of CAMH’s and your recommended strategies to mitigate those risks

Please see our SOW that is attached under EXHIBIT 1

|  |  |  |
| --- | --- | --- |
| ITEM NO. | REQUIREMENTS | TYPE OF CRITERIA |
| 3.6 | Proposed Implementation Plan – Professional Services Requirements | |
| Please provide your response to this section by directly inserting your answers next to each question in “Annexure II – Professional Services Requirements” | Rated |

Answers attached under Annexure II

|  |  |  |
| --- | --- | --- |
| ITEM NO. | REQUIREMENTS | TYPE OF CRITERIA |
| 3.8 | Proposed Implementation Plan - Resources Requirements | |
| Please provide your response to this section by directly inserting your answers next to each question in “Annexure IV – Resources Requirements” | Rated |

Answers attached under Annexure IV

The following is an overview of the categories and weighting for the Rated Criteria of the RFP.

|  |  |  |
| --- | --- | --- |
| **Rated Criteria Category** | **Weighting (Points)** | **Min. Threshold Score** |
| **Stage I – Mandatory Requirements** | Pass/Fail |  |
| **Stage II – Rated Requirements:** |  |  |
| 1. Company Profile | 5 |  |
| 1. Reference Clients | 5 |  |
| 1. Ability to Meet Requirements | 70 | **49\*** |
| **Sub-Total Rated Criteria:** | **80** | **56\*** |
| **Stage III** - Proponent Interview / Presentation, if required | Rescoring of Stage II |  |
| **Stage IV – Pricing:** | 20 | N/A |
| **Total Points:** | **100** |  |

**\***Proponent’s proposals that fail to meet the minimum threshold scores will not be included in further stages of the evaluation process.

## F. INTERVIEW / PRESENTATION

The purpose of the interview / presentation is to allow the proponents to further communicate the key elements of the proposed solution, to allow for interaction between the proponents’ proposed team members and CAMH staff, and to review key aspects of the proposed solution.

Proponent’s Key Individuals involved in the delivery and implementation of the solution will be required to participate in this session. At this stage CAMH will be assessing the suitability of the proposed solution. CAMH will also be noting any added value that the proponent has demonstrated. However, proponents will not have the opportunity to introduce new information or adjust their written proposals at this stage.

Proponents should ensure availability of their Key Individuals on short notice around the indicated schedule for the Interview / Presentation (Section 3.1.1). CAMH is not likely to be able to accommodate requests for rescheduling.

## 

## G. PRICING

Proponents should review and complete the Rate Bid Form at Appendix C.

**Pricing**

**Total Points 20 points**

Pricing will be scored based on a relative pricing formula using the Rates set out in the Rate Bid Form.

Each proponent will receive a percentage of the total possible points allocated to price for the particular category it has bid on by dividing that proponent’s price for that category into the lowest bid price in that category. For example, if a proponent bids $120.00 for a particular category and that is the lowest bid price in that category, that proponent receives 100% of the possible points for that category (120/120 = 100%). A proponent who bids $150.00 receives 80% of the possible points for that category (120/150 = 80%), and a proponent who bids $240.00 receives 50% of the possible points for that category (120/240 = 50%).

Lowest rate

------------------- x Total available points = Score for proposal with second-lowest rate

Second-lowest rate

Lowest rate

------------------- x Total available points = Score for proposal with third-lowest rate

Third-lowest rate

And so on, for each proposal.

# ANNEXURE I – FUNCTIONAL REQUIREMENTS

|  |  |  |
| --- | --- | --- |
| **1.0** | **PLATFORM** | **Please provide details/explanation** |
| 1-1 | iPhone 6S/7 or better running iOS – 11.0 and above (APIs/SDKs should support this minimum as well as allow for progressive enhancement of features as required) | Jibestream SDKs have been tested with iOS 9+ and have passed those tests. iOS 11.0 is a much more advanced version and as such, Jibestream SDKs and APIs support this. |
| 1-2 | Android 8.0 and above (APIs/SDKs should support this minimum as well as allow for progressive enhancement of features as required) | Jibestream SDKs have been tested with Android 4.3+ and have passed those tests. Android 8.0 is a much more advanced version and as such, Jibestream SDKs and APIs support this. |
| **2.0** | **USER EXPERIENCE / USER INTERFACE REQUIREMENTS** | **Please provide details/explanation** |

|  |  |  |
| --- | --- | --- |
| 2-1 | The design should present words, phrases, and concepts in language familiar to the average citizen, and not use system-oriented terms | The Jibestream platform will enable the CAMH team to develop the user interface in any desired way. Words, phrases, concepts, and their language is completely customizable.  The Jibestream SDKs allow the users to freely pan, zoom, and rotate the maps without any loss of quality. You can also adjust the scale to help users focus on specific portions of the map or focus in on a specific element like a specific destination or a path.  This further enables the CAMH team to develop an application with superior UX and UI. |
| 2-2 | The design should provide users with clear navigation out of unwanted/accidentally entered app states | Jibestream’s platform provides turn-by-turn text directions, landmark-based directions, and distance-based directions. These features can be used to provide the users with clear navigation so as to avoid or get navigation out of unwanted areas.  Jibestream also provides Auto Reroute Wayfinding which will allow the users to navigate out of unwanted path by automatically drawing a new path from the user’s existing location to the desired destination.  In order to automatically get the user’s location CAMH will need Indoor Positioning System (IPS), which, as we understand, is not within the scope of this project. |
| **3.0** | **FEATURES** | **Please provide details/explanation** |

|  |  |  |
| --- | --- | --- |
| 3-1 | Multi-Language Support - Ability to display content in multiple languages (English, French) | **Fully Supported**  Jibestream supports multiple UTF-8 languages for map objects including keywords, destination names, destination descriptions, path types, amenities, floor names, and map label names. Localizations are added and managed using the Jibestream content management system. Jibestream has deployed solutions globally in 40+ languages.  The CMS itself is available only in English, however there are a couple points to consider:  The CMS is mostly pictures, icons, and drawing tools with hardly any text.  The CMS is browser based so it can be translated to French using any browser. |
| **4.0** | **CONTENT MANAGEMENT SYSTEM** | **Please provide details/explanation** |
| 4-1 | Admin user to be able to create, publish / unpublish and delete all the content | **Fully Supported**  Using the Jibestream CMS, CAMH admin is able to do the following:  Upload or delete digitized maps  Add, change, edit, delete destinations names (POIs), amenities (ATMs, washrooms, etc.)  Add, change, edit, delete vertical movers (stairs, elevators, escalators)  Draw, edit, and manage paths  Make structural changes to the maps (split, merge units, draw layers, etc.)  Draw geofences  And more….  The CMS is built with a non-technical user in mind. |
| 4-2 | Admin user should have User Management (including creating various levels of permissions) | **Fully Supported** |
| 4-3 | Admin user should have Push Notification Management | **Partially Supported**  Targeted push notifications can be pushed out to a user using Jibestream’s geofence feature or the proximity services feature.  The push notification feature itself will be developed by the CAMH team and Jibestream will enable location-based push notifications. |
| 4-4 | Admin user should have Reminder Management | **Partially Supported**  Reminder management can be enabled in many ways, for example by integrating with an EMR or scheduling system. Reminder Management, as a feature, is not within Jibestream’s core offerings. |
| 4-5 | Admin user should have Growth/Adoption Chart Management | **Partially Supported**  Jibestream’s platform is built to scale very easily with users. Jibestream platform has been load tested at 100 times the |
| 4-6 | Admin user should be able to sort data, search data | **Fully Supported**  Search functionality is fully supported within Jibestream’s platform. |
| 4-7 | Please describe the security measures that are in place for the proposed mapping CMS that will protect data and allow for secure authorized access to the application | Jibestream operates in secure US government environments (Pentagon, Army, Veteran Affairs) requiring complete data encryption. With a strong base of federal clients and an enterprise client base that is heavily focused on the security of their data and assets, security is a top corporate pillar for our success.  The Jibestream hosting platform has SOC 3 Type 2 attestation. We run additional penetration tests on the infrastructure and platform, as well as OWASP tests on the services offered through the platform. Our policies for infrastructure maintenance, platform software maintenance and software promotion are in-line with best practices for ensuring security of the data managed through our platform. To ensure total compliance to security related matters, we have an InfoSec team that develops our policies and procedures. The InfoSec team meets regularly to discuss projects, new policies, and policy reviews. Staff participate in training annually on data classification and handling, as well Internet and Laptop usage to cover appropriate data handling. Additionally, criminal background checks are mandatory as part of our hiring process.  Jibestream is a cloud based SAAS platform to ensure full redundancy, uptime, easy updates of features and versions with full support of production and development environments. Jibestream’s hosting architecture is configured to allow for continuous service without impact on the end user experience during scheduled maintenance periods. The Jibestream cloud platform is made available over redundant, load-balanced systems. Several layers of redundancy and failovers are in place to ensure uptime and prevent down time to the platform. |
| 4-8 | There should be a technical support admin user and a content admin user | Jibestream has a number of permission roles that allow for segregation of duties and access controls to different venues. |
| **5.0** | **MAPPING API/SDK** | **Please provide details/explanation** |
| 5-1 | APIs/SDKs should preferably be cross-platform/hybrid (with support of the minimum requirements listed in Section 1.0) and open source; however, native solutions may be considered | **Fully Supported**.  Jibestream offers 3 native SDKs in iOS, Android, and Web. The Web SDK can be used to develop hybrid applications. |
| 5-2 | Should provide property, name and address search capabilities | **Fully Supported.**  Search capability is fully supported including property, name, address. Search can be also performed using key words (coffee, MRI, etc.). Search functionality can be further enhanced with predictive text. |
| 5-3 | Should be extensible and configurable to allow future enhancements and additions as the organization’s needs evolve | **Fully Supported**  Jibestream offers an enterprise indoor mapping platform instead of a point solution.   Jibestream’s platform is designed to be extensible and configurable to allow CAMH to add any future additional use-cases. Most of our enterprise clients start with one use-case (such as wayfinding) and as their organizational needs evolve, they use our maps to deploy many other complex use-cases such as asset tracking, security management, business intelligence and analytics, etc. |
| 5-4 | Indoor mapping should provide permanent, long-term, and short-term (single event) directional needs | **Fully Supported**  Please refer to our response to question 5-3. |
| 5-5 | Outdoor mapping should provide parking and building entrances/exits as it relates to the final destination | **Fully Supported**  Jibestream will include the entire CAMH campus in the map including POIs mentioned here such as parking, building entrances, exits, etc. Assigning each parking lots and parking spots as POIs on the Jibestream CMS will allow for future integration with parking systems. |
| 5-6 | API/SDK allows users to change the map displayed while maintaining the map location (e.g. change the map view from Base Map to Topo Map.) – OR base view to street view for eventual AR component | **Fully Supported**  Map display can be changed from base map to multiple other map formats (including AR, export to png, jpg, etc.), while maintaining the actual location data.  See labs demo example here: <https://www.youtube.com/watch?v=kfLzkQjKAbM&feature=youtu.be> |
| 5-7 | API/SDK allows users to choose which data is displayed from a list of available layers | **Fully Supported**  CAMH can accomplish this with Jibestream’s [Map Profiles](https://www.jibestream.com/use-cases/map-profiles) feature. This will allow CAMH to cater to different users by serving customized visualizations of your space based on a user's profile all while only having to manage a single map instance. With Map Profiles, you can hide or reveal parts of a map, create multiple wayfinding paths, and display or restrict access to map layers, paths and destinations based on the type of user.  Profiles ensure that users only see parts of a map for which they are given proper permissions and can be used to differentiate between public routes, staff-only routes, emergency routes, accessibility routes, detours and the like. |
| **6.0** | **Support** | **Please provide details/explanation** |
| 6-1 | Please describe ongoing technical support/services for the proposed solution. Please include support coverage and service level agreements | We understand that it takes a multidisciplinary team to support enterprise clients like CAMH. As such, Jibestream invests heavily in our Customer Success team. Given the scope of the potential engagement, Jibestream will leverage its cross-functional team that will be responsible for simplifying and facilitating all levels of communication and support between all stakeholders (CAMH, Jibestream, and external) and servicing the technical needs from inception to support. Upon being selected, Jibestream will work with your team to tailor the support model for your exact needs.  The Full Jibestream Service Level Agreements (SLA) is attached with our standard MSA for your consideration under EXHIBIT X |
| **7.0** | **Reporting** | **Please provide details/explanation** |
| 7-1 | Please describe how the solution will provide App/Map Analytics, reports, vital statistics and analysis | Jibestream's indoor mapping and location platform creates indoor location intelliegence by merging tabular data with geospatially accurate maps. The Jibestream indoor mapping and location platform can integrate with any analytics engine to track and monitor pertinent mapping data and interactions including map downloads, map rendering times, amenity clicks, and wayfinding paths. Since our analytics plugin is platform agnostic, raw data can be consumed, streamlined, and passed into any third party enterprise analytics solution such as Tableau, Google Analytics, Fabric (mobile apps), or any other analytics solution for reporting and data aggregator. |
| 7-2 | Audit Log Screen will be provided to admin user to check the activities performed by all users. The data will be available only in read-only mode | Please refer to our answer to question 7-1. |
| 7-3 | Admin User should be able to see the list of notifications sent to the devices through notification screens. Data will be only in read-only mode | Please refer to our answer to question 4-3. |
| **8.0** | **Data Protection and Privacy** | **Please provide details/explanation** |
| 8-1 | Please describe data protection measures, and details of privacy and data ownership including any applicable policies or processes. | Jibestream does not collect, share, lease, or sell any customer data to third parties. CAMH will maintain complete ownership of the data (Maps, map data, and map metadata).  The Jibestream platform is HIPAA compliant and CoN certified by the United States Department of Defense.  Jibestream is hosted on Microsoft Azure Cloud. Multi-tenant Saas Platform. Jibestream does not store any data except for digital maps, and related data and metadata.  Each customer on the Jibestream platform is a tenant. Tenant data is kept private and discrete from all other tenants so that data is safely isolated and stored. Additionally, Jibestream requires https encrypted requests for map data and content management access. |

# ANNEXURE II – PROFESSIONAL SERVICES REQUIREMENTS

1. Asset consumption and integration
   1. Bidders must describe in detail how they would assist CAMH in preparing map and location assets (maps, plans, 3D models etc) for import and use with the mapping, location, and CMS components.
   2. Bidders must describe in detail how they would assist CAMH in building out an initial mobile application leveraging the mapping and location system.

The Jibestream Deployment Process includes two main components –

* + 1. Map Creation
    2. Integration support of our platform into CAMH mobile app

A deployment process is described below:

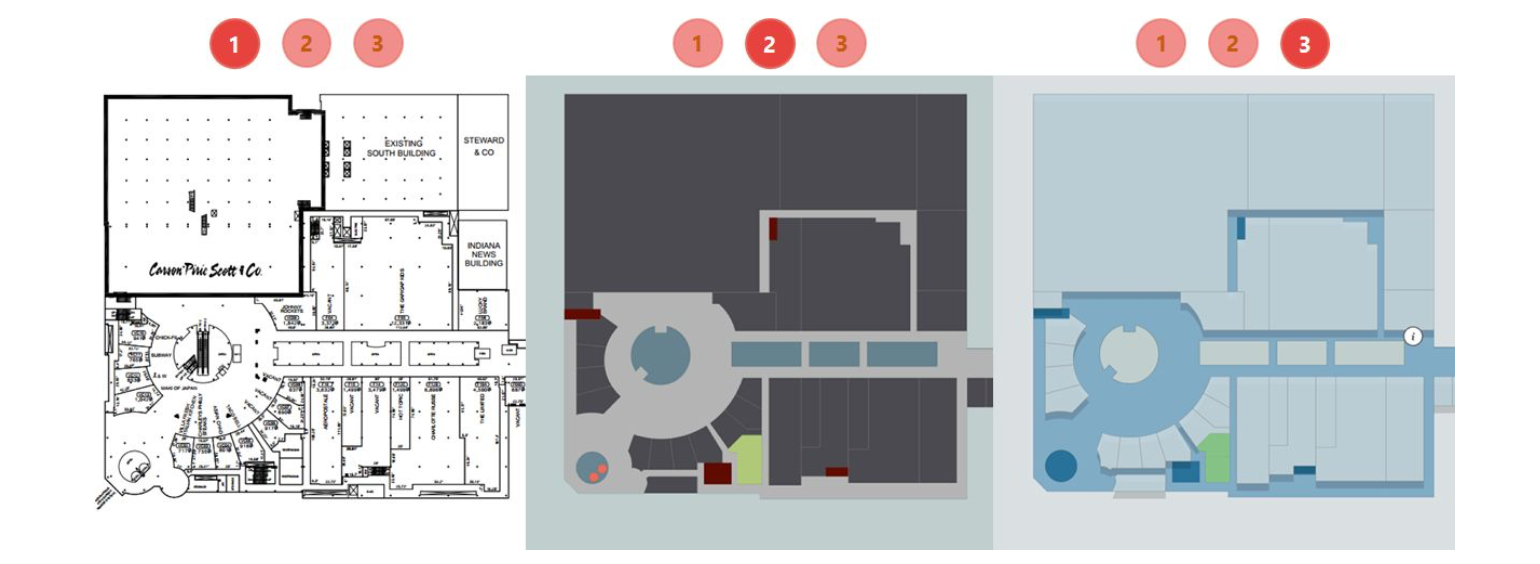
**Planning and Requirement Gathering**

Our VP of Success, [Lesley Browne](https://www.linkedin.com/in/lesleybrowne/), will assign a dedicated Project Manager (PM) to this project, who will also be CAMH’s direct point of contact during the deployment phase. The PM will start the project with a formal project kick-off meeting, done either on-site or remotely over WebEx for the client project manager (owner of the project), software development teams, facilities manager, etc. Prior to this kick-off, a requirement gathering questionnaire is sent out. The Jibestream team carefully plans resources as required to ensure the project is delivered successfully within desired timelines. The Jibestream PM will also schedule weekly calls to provide updates and gather feedback.

**Map Digitization**

Our mapping team, led by [Dana Marciniak](https://www.linkedin.com/in/danamarciniakwyse/), is skilled in interior design and graphic design. Moreover, they have experience digitizing maps of over 300 million square feet globally for venues of all kinds ranging from The Pentagon, Marriott, San Francisco Airport, and numerous federal and private healthcare facilities globally.

Jibestream’s mapping team will build SVG maps based off CAD drawings to create dedicated data layers allowing for them to be rendered at any size without loss in quality.



*Mapping* process *– creation of layer based dynamic maps from static maps*

The following steps are followed:

1. CAMH will provide the most recent CAD drawings in AUTOCAD format
2. CAMH will provides branding guidelines
3. Jibestream will digitize the maps and apply Map Layers & Design
4. Jibestream and CAMH will go through revision cycles, if required
5. Jibestream will upload digitized maps into the Jibestream Content Management System
6. Jibestream will deploy the maps to the designated Production server

**Integration Support:**

Jibestream will hold mapping and SDK kick-off meetings for CAMH. CAMH will have access to an extensive resource of documentation, training videos, and code snippets. Jibestream engineers can also provide custom code snippets if required. The weekly meetings also provide a great opportunity to get answers to important questions and provide feedback.

1. End User Training Requirements: **Fully Supported. Answers to both 2 and 3 are provided after 3.** 
   1. The Bidder will provide Train-the-Trainer training in a classroom setting for a minimum of three sessions during the implementation.
   2. Describe what will be included in the Train-the-Trainer Training sessions for CMS. Provide an example of the training curriculum and the feature usage that will be covered.

Please see answer below under “training description”

* + 1. How many staff do you recommend in each class?

We recommend that CAMH has many staff as necessary that is directly involved with this project. At the very minimum, we recommend that the project manager, product manager, and lead developers be present for the training session.

* + 1. How long will each session be?

60 to 90 minutes for SDK training and 60 to 90 minutes for CMS training.

* + 1. Do you have any recommendations for when the sessions should occur to accommodate for the different shifts?
    2. What handouts will be provided?

All of the training materials will be available online. No paper handouts will be provided.

* + 1. Is there online training available for your solution? Provide details.

Our training session is generally held online, however, due to the distance advantage and the fact that CAMH and Jibestream offices are located within minutes from each other, we recommend an in-person training.

* 1. As part of the response, the Bidder should specify configurations for a training room environment to support the training sessions.
     1. Provide specifications for the training room requirement.

The only equipment you’ll need for training is a computer with speakers and a microphone. If you don’t have access to a microphone and speakers, you have the option to dial-in via telephone.

1. Administrative Staff Training Requirements **Fully Supported. Answers to both 2 and 3 are provided right after 3.** 
   1. Clearly identify your approach to training and documentation for the system administrators and developers.

Please see answer below under “training description”

* 1. Administration training should be provided for a minimum of 3 users.
     1. Please describe your method for ensuring a successful system knowledge transfer to the client.
        1. How much training time is required?
        2. Is there web-based training available?
        3. Is there a leader led classroom and/or online training? If so, where is training provided?
     2. What recommended skill-sets and experience should the administrator have prior to working on this system?
  2. Are there recognized or certification training courses that you would recommend for the system administrator that is not included in this proposal?
     1. Include pricing in Pricing Spreadsheet for these courses.
     2. Does your company or the manufacturer provide training credits to be used with the manufacturer’s Authorized Training Partners for technology training?
     3. What resources do you have available for post-training support? Please describe

**Training Description:**

Jibestream’s product trainings are extremely knowledgeable and dynamic. Training sessions are meant to be as informative as possible, which is why we don’t train with a script. For on-boarding purposes, we will host 2 separate 60 to 90-minute long training sessions.

**SDK/API Training (60 to 90 minutes): This training session is designed for developers. Our SDK training covers the following:**

* Terminology/objects
* Location, maps, destinations, amenities, waypoints, and paths
* Demonstrating use cases
* Initialize a map
* Interaction with maps
* Switching floors o Highlighting units
* Wayfinding between 2 destinations
* Zooming
* Amenities
* APIs and Full Call

**CMS Training (60 to 90 minutes): This training sessions is designed for administrative staff. Our CMS training covers the following:**

* General overview
  + Login, dashboard, Venue Manager, Map Manager and configuration
* Creating, plotting, changing and removing
  + Destinations, amenities/people movers/kiosks, map labels
* Tools
  + Plot Waypoints
  + Floor Management
* Feature Specific
  + Map Editor, Localization, Geofences

As part of the onboarding process, Jibestream can also design a fully customized training specifically for CAMH. This will allow you to focus on features and use-cases that is most relevant to CAMH.

1. Test Plan (User Acceptance Testing)
   1. Test plans should be provided to CAMH stepping them through the features and functionality provided in the solution.
   2. Test plans should cover, at a minimum, functional, performance and redundancy testing.
   3. Describe your process for completing feature and functionality testing.
      1. Provide a sample section from a customer test plan showing the procedures.

# ANNEXURE III – MAINTENANCE AND SUPPORT SERVICES REQUIREMENTS

CAMH envisions that their internal IT staff will be performing basic system administration for the CMS, mapping, and locating services. All other service activities will be performed by the Proponent as part of the base support contract and at no additional cost to CAMH. These activities will include:

* Backend support of the systems

**Fully Supported.** Jibestream will continue to manage and support the backend.

* 2nd Level Support and above, e.g., engaging the manufacturers

**Fully Supported.**

* Patching and updating of software

**Fully Supported.** Patching and Hotfixes are performed on a weekly basis. As Jibestream has a SAAS platform,

* 2nd level programming for complex routing/configuration required for scheduled MACS

**Fully Supported.** Jibestream team will support CAMH on this during implementation phase and also during the support phase.

* Configuration of any features already available on the proposed systems

**Fully Supported.** Jibestream team will support CAMH on this during implementation phase and also during the support phase.

# ANNEXURE IV – RESOURCES REQUIREMENTS

The response to the professional services details in this section of this RFP is specific to the implementation of the project. As this is a complex project, CAMH’s expectation is that the Respondent will assign senior resources to the project that will have the advanced technical certifications and depth of experience required for a successful implementation.

Project Team Information

* 1. A single point of contact is required for all aspects of the solution being provided. Who will lead the project?

Vinay Iyer OR Dana Marciniak

* 1. In the chart below, include all project team member names and roles.

|  |  |
| --- | --- |
| Member Name | Role(s) |
| Lesley Browne | VP Success |
| Dana Marciniak | Program and Project Manager |
| Amanda Ing / Jeannie Ly | Implementation Specialist |
| Stephanie Guarini | Mapping team lead |

* 1. Provide details of each project team member including name, roles, certifications, relevant qualification, expertise and previous experience working on similar types of project engagements.

Please see the response to this question in **Exhibit 1**

* 1. Provide current Curriculum Vitae / Resume of each proposed team member
  2. It is CAMH’s expectation that the project resources identified by the Respondent in their bid will be available to do the work beginning at the project start date (see the timetable in section 3.1.1.). If for uncontrollable circumstances, a proposed candidate is unable to work on the project during the term of the engagement, the proponent must propose an alternative candidate of equal or higher skill set. CAMH may request to interview the alternative candidate and, at its sole discretion, may accept or reject the alternative candidate. CAMH reserves the right to approve any personnel changes made to the Vendors implementation team prior to any work being performed at any time during the project implementation phase. CAMH will also have the right to request that any person providing services on this project be removed and replaced if, in the reasonable opinion of CAMH, such personnel do not possess the skills and experience necessary to render the services for which the personnel were provided, or for any other reason, that may be appropriate.

**Fully Supported.**

CAMH will assign internal resources to work with the Proponent on the project. Internal Resources include:

|  |  |
| --- | --- |
| **Project Role** | **Responsibility** |
| Project Manager | Manage the overall project in partnership with the Proponent’s leadership, and manage tasks to completion, report and manage issues, facilitate meetings, and provide overall guidance to the project. Provide a single point of contact for CAMH. |
| SME(s) | Provide technical and business process support, as required by the project. |