



*CANADIAN INTERAGENCY FOREST FIRE CENTRE INC.
CENTRE INTERSERVICES DES FEUX DE FORÊT DU CANADA INC.*

REQUEST FOR PROPOSAL

Resource Ordering and
Demobilization System
(ROADS)

February 23, 2024

1. Definitions

CIFFC means the Canadian Interagency Forest Fire Centre Inc.

Agencies refers to the federal, provincial, and territorial ministries or departments mandated with wildland fire response within their respective jurisdictions.

RFP means Request for Proposal.

Participant means anyone submitting a response to this RFP.

ROADS means Resource Ordering and Demobilization System.

2. Request for Proposal

CIFFC is extending an invitation to interested parties to provide a proposal for the development of a web-based application to support national requesting, mobilization, and demobilization of fire-fighting resources.

Project Background

The Canadian Interagency Forest Fire Centre (CIFFC) is a not-for-profit corporation owned and operated by the federal, provincial, and territorial wildland fire management agencies.

CIFFC coordinates resource sharing activities among Canadian wildland fire management agencies, and with Canada's international partners. These resources include personnel, equipment, aircraft, and a range of specialized services.

CIFFC staff work with duty officers and support staff from every fire management agency in Canada to coordinate and facilitate resource exchanges. Currently the process is managed through a series of forms and documents, and a great number of phone calls and emails.

The administrative workload on CIFFC staff and all fire management agencies in the current process is heavy and often involves duplicate data entry. Data input can be inconsistent and prone to errors, and the data provided is not easily available for situational awareness and standardized reporting, nor integrated with other CIFFC systems. Other desired data is not being collected at this time.

CIFFC has recognized the need to move to a system that collects all the required data in a consistent, streamlined way, and that can present this data in formats that support operational and business planning requirements.

Goals

The primary goals of the Resource Ordering and Demobilization System (ROADS) project are:

- Streamlining resource sharing processes to reduce staff workload and support more timely processing of resource movements.
- Reducing data entry errors and providing consistency of data entered by users.
- Providing reports, real-time situational awareness information, and a single source of data related to national and international resource sharing that can be used to support both daily, operational activities and longer-term strategic planning.
- Integrating, where possible, with existing CIFFC systems.

ROADS will follow documented workflow processes to facilitate the sharing of resources between agencies and to return those resources back home again.

- The basic workflow begins with an agency submitting a request for resources to the CIFFC duty officer who will validate the order, search for available resources, and identify selected lending agencies.
- CIFFC issues a resource order to the selected lending agency or agencies. The selected agencies create a plan and mobilize their resources to the receiving agency. CIFFC validates this plan and the resources are moved from the lending agency to the receiving agency.
- At the end of the resources' deployment, the receiving agency creates a plan to demobilize the resources. CIFFC validates the plan and the resources are demobilized to the lending agencies.

There are additional workflows that may occur during this basic flow, i.e., requests for extensions to the duration of a deployment, or a change in a person's assignment.

CIFFC's role is to coordinate this sharing of resources between agencies. CIFFC may, at times, also take on the role of a lending or a receiving agency.

Expectations of Participants

1. **Understanding of Project Requirements:**

- Participants are expected to provide an initial assessment of the project's scope, including the required functionalities and the current challenges faced.

2. **Technical Expertise:**

- Proposals should showcase technical expertise in handling technologies and architectures related to developing this application. Highlight past experiences in successfully completing similar projects.

3. **Financial Proposal:**

- Provide a transparent and competitive financial proposal that includes a breakdown of costs associated with the statement of work requirements.
4. **Collaborative Approach:**
- Participants are encouraged to propose a collaborative approach that involves regular communication, stakeholder engagement, and a commitment to working closely with CIFFC throughout the application development process.
5. **Timeline Adherence:**
- Participants are expected to be committed to and consistently adhere to the established project timeline outlined in this Request for Proposal (RFP).
6. **References:**
- Include references from previous clients with similar project requirements, along with success stories and testimonials.
7. **Compliance with Standards:**
- Adherence to industry standards, best practices, and compliance with relevant regulations is expected. Participants should outline how their proposed solutions align with these standards.
8. **SLA Commitment:**
- Participants are expected to clearly define a proposed Service Level Agreement (SLA) for response times, issue resolution, and overall application support.

Note: CIFFC shall not be responsible for any costs incurred by any Participant in preparing, submitting, and presenting proposals. All responses and accompanying documentation received under the RFP shall become the property of CIFFC and shall not be returned to the Participant. This RFP may not result in any contract awards and contains no contractual offer of any kind. Any RFP and quote received will be treated as an offer by the Participant and not as an acceptance of an offer made by CIFFC. Responses received unsigned or after the RFP closing date and time will not be considered. If responses are ambiguous, unclear or unreadable, they may not be considered.

RFP Submission

CIFFC is interested in the Participant's current abilities to demonstrate a high level of expertise and proven experience in successfully executing web-based application projects; possess a comprehensive understanding of the goals and objectives of CIFFC's resource exchange activities; commit to a collaborative approach; execute the project in a timely and efficient manner, meeting milestones and deadlines outlined in the project plan; adhere to industry standards, best practices, and compliance with relevant regulations throughout the project duration; ensure a seamless transition and onboarding process for the application; build comprehensive

documentation and facilitate knowledge transfer; implement robust cybersecurity measures to ensure the confidentiality, integrity, and availability of sensitive information related to resource exchanges; demonstrate flexibility and adaptability to evolving project requirements and changes; and implement rigorous quality assurance processes to deliver a high-quality and reliable application.

Participants must clearly highlight the merits of their submissions and particularly note that the following, though not necessarily exhaustive, are critical to CIFFC in its assessment of the submissions.

- i. Demonstrated proficiency in developing web-based applications on cloud platforms such as Azure, AWS or Google Cloud;
- ii. Ten (10) years of specialized expertise in planning and developing comprehensive web-based application projects;
- iii. Demonstrated, at minimum, completion of three (3) similar web-based application projects;
- iv. Demonstrated experience in developing user interfaces in accordance with design standards and guidelines;
- v. A strong track record of engaging collaboratively with clients and stakeholders, fostering open communication, and maintaining a client-centric approach throughout the project lifecycle;
- vi. Expertise in implementing robust cybersecurity measures, ensuring the security and integrity of the application and all associated data;
- vii. Proven project management skills, including the ability to effectively plan, execute, and monitor projects, meeting timelines and delivering results within scope and budget;
- viii. Strong documentation skills and the ability to facilitate knowledge transfer;
- ix. A flexible and adaptable approach to accommodate changing project requirements and evolving needs;
- x. Dedication to implementing rigorous quality assurance processes, ensuring the delivery of a high-quality and reliable application that aligns with the standards and expectations of CIFFC.

RFP submissions must include:

- i. A statement indicating the Participant's understanding of the project and proposed methodology to produce a report based on deliverables in Section 4.
- ii. A summary of products to be provided.
- iii. A complete resume indicating the Participant's experience as it relates to the requirements outlined above.

- iv. Contact names of three (3) clients for similar projects to be used as reference checks (if required).
- v. An indication of the earliest date that the Participant could begin the project.
- vi. A fixed cost quote for the total cost of the project.

Submissions must be received by **12:00 pm CT, March 15, 2024**. Submissions must be signed by a representative with the designated authority to bind the Participant to the terms, conditions, articles, and obligations of the proposal. Submissions shall be delivered by email to **emmanuel.diaz@ciffc.ca**.

All submissions and any amendments thereto received after the closing date and time will not be accepted.

Participants may be required to make a virtual presentation to CIFFC representatives to further explain their proposal. Presentations are limited to no more than 45 minutes, with a 15-minute question period.

Participants are requested to submit any questions regarding this RFP, in writing, no later than **March 8, 2024**, to the following individual. Enquiries and responses will be recorded and may be distributed to all Participants.

Emmanuel Diaz
emmanuel.diaz@ciffc.ca
204-784-2030

3. RFP Schedule of Events

RFP Issue Date:	February 21, 2024
Deadline for Participant Enquiries:	March 8, 2024
RFP Submission Closing:	March 15, 2024
Presentation Notifications (if required):	No later than March 8, 2024
RFP Presentation (if required):	Week of March 4, 2024

If, after analysis of the Submissions, CIFFC wishes to proceed with one of the proposals, the Participant will be required to enter into a contractual arrangement with CIFFC (CIFFC Consulting or General Services Contract). The tentative timelines for completion of the project are as follows.

Project Start Date: March 25, 2024

Delivery of application for user acceptance testing: September 1, 2024

Operational deployment of application: January 31, 2025

4. Project Scope and Deliverables

Scope of Work (SOW)

SOW	SOW Description
SOW 1	Replace the existing system of Excel-based forms, various other supporting forms and digital files, and manual notification processes, with a web-based application that encompasses the workflow from the originating resource request through to the completion of the demobilization of resources back to their home location.
SOW 2	Provide reports, displays (e.g., dashboard summaries), and data export capabilities as defined by CIFFC.
SOW 3	Provide an attractive, easy-to-use user interface that supports users by providing a clean, functional screen design with visual cues to assist them in using the application efficiently.
SOW 4	Implement user interface features to reduce data entry errors and provide for improved data consistency, such as dropdown field sections, calendar selections and field validations.
SOW 5	Provide automated notification and reminder processes within the application to replace the current system of telephone calls and manually created emails.
SOW 6	Provide user screens, notifications, and reports in English and French language versions.
SOW 7	Implement mechanisms to provide for the management of personal information about individuals.
SOW 8	Provide agency- and role-based access to ROADS functionality, with integration with CIFFC.NET user sign-on scheduled as next phase.
SOW 9	Provide linkages to auto-populate the Resource sections of the CIFFC National Situation Report (mobilization and demobilization listings and statistics) and to update the Mobilization Stats charts with data from ROADS.

SOW 10	Provide access to multi-year data through the ROADS application to support annual and year-to-year reporting – trends / analysis, including import of existing historical data (> 17,000 records in Excel workbook).
SOW 11	Allow for maintenance of selected code tables by a CIFFC Administrator so that the system is responsive to changes in a rapidly changing environment.
SOW 12	Provide supporting technical documentation.

CIFFC will provide the following:

- Available documentation on user requirements
- French language translations for labels on all screens, displays and reports.
- A sandbox environment for user acceptance testing purposes.
- Hosting of the completed application.
- An issue tracking system.

CIFFC will entertain additional deliverables as recommended by the Participant that would contribute positively to the project.

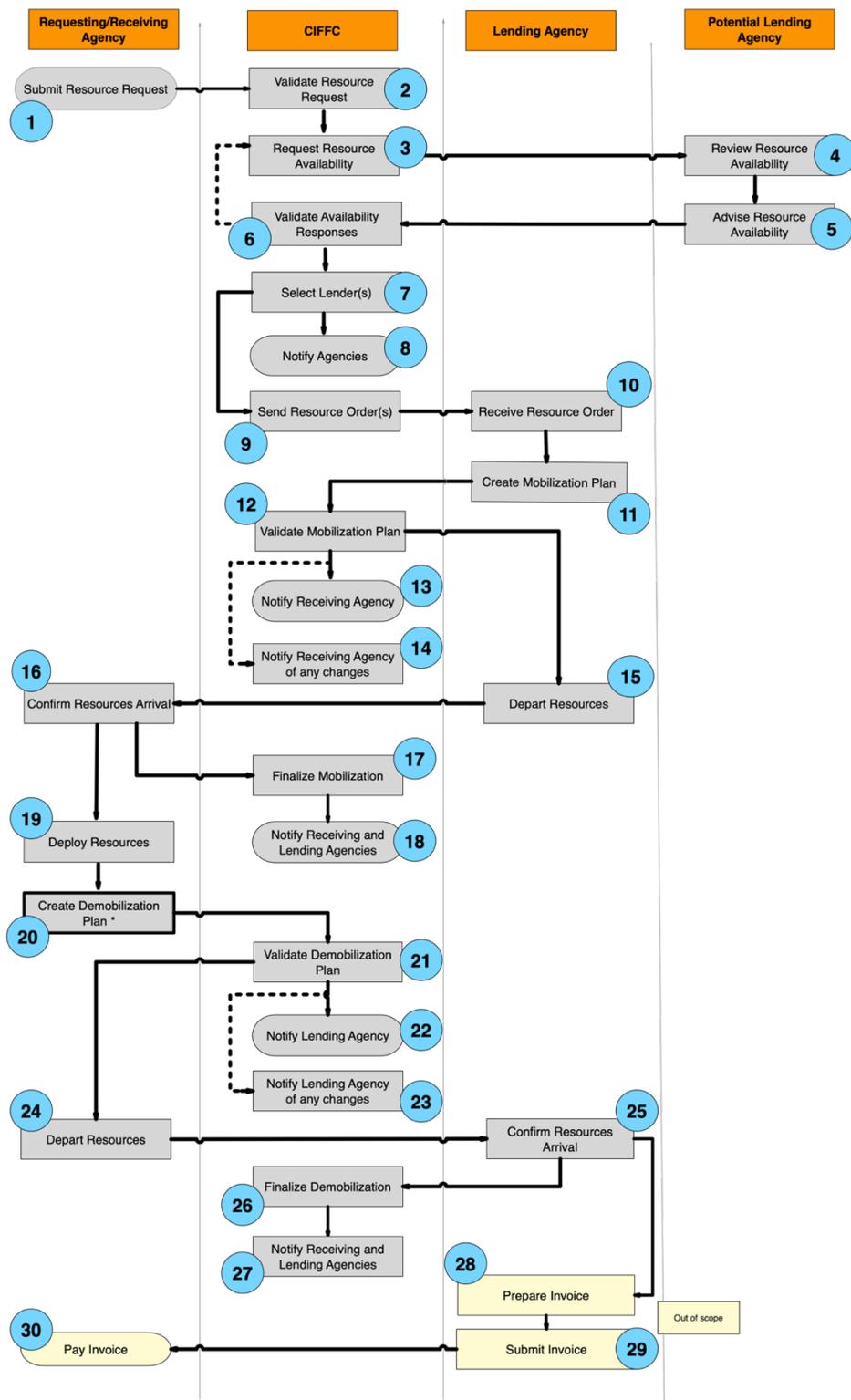
Please note this RFP does not extend to the implementation of any recommendations for change.

5. Proposal Quote

Please provide the Fixed Fee Quotation in the following format.

Item	Fixed Fee	Tax	Total (incl. tax)
Web-based application Development			
TOTAL			

Resource Exchange Workflow



Number	Activity	Description
1	Submit resource request	An agency requiring resources submits a resource request to the CIFFC Duty Officer (DO).
2	Validate resource request	The CIFFC DO reviews and validates the resource request for accuracy and completeness.
3	Request resource availability	The CIFFC DO identifies the agency or agencies that will be asked to advise their availability of resources to fill the request.
4	Review resource availability	The selected agency reviews the availability request from CIFFC.
5	Advise resource availability	The selected agency submits their response to CIFFC regarding what resources they have available.
6	Validate availability responses	The CIFFC DO reviews the submitted agency responses.
7	Select lender(s)	The CIFFC DO selects a lending agency or agencies to fill all or part of the resource request.
8	Notify agencies	The CIFFC DO notifies the selected and non-selected agencies.
9	Send resource order(s)	The CIFFC DO sends a resource order to the selected agency or agencies identifying what resources they are to provide.
10	Receive resource order	Lending agency receives a resource order that identifies the resources they are to provide.
11	Create mobilization plan	The lending agency identifies the resources being mobilized and their travel details.
12	Validate mobilization plan	CIFFC DO reviews and validates the lending agency's mobilization plan.
13	Notify receiving agency	CIFFC DO notifies the receiving agency of the mobilization plan.
14	Notify receiving agency of any changes	The CIFFC DO notifies the receiving agency about any changes to the mobilization plan. This can occur any time after validation and prior to arrival.
15	Depart resources	The lending agency departs the resource(s) according to the mobilization plan.
16	Confirm resource arrivals	The receiving agency confirms the arrival of the resource(s).
17	Finalize mobilization	CIFFC DO marks the mobilization as finalized.
18	Notify receiving and lending agencies	CIFFC DO notifies the receiving and lending agencies that the mobilization is finalized.
19	Deploy resources	The receiving agency deploys the resource(s) on assignment.

Number	Activity	Description
20	Create demobilization plan	The receiving agency creates and submits a plan to demobilize the resource(s) back to their lending agency
21	Validate demobilization plan	The CIFFC DO validates the demobilization plan.
22	Notify lending agency	The CIFFC DO notifies the lending agency about the demobilization plan.
23	Notify lending agency of any changes	The CIFFC DO notifies the lending agency about any changes to the demobilization plan. This can occur any time after validation and prior to arrival.
24	Depart resources	The receiving agency departs the resource(s) according to the plan.
25	Confirm resources arrival	The lending agency confirms the arrival of the resource(s)
26	Finalize demobilization	CIFFC DO marks the demobilization as finalized.
27	Notify receiving and lending agencies	CIFFC DO notifies the receiving and lending agencies that the demobilization is finalized.

Note: A number of the workflow items above (8, 13, 14, 18, 22, 23, and 27) involve providing notifications. There are also additional notification requirements at other stages in the workflow that will be required.

Associated Workflows

- 1a – Requesting agency requests a change to a submitted Resource Request
- 11a – Lending agency submits information about mobilized personnel
- 19a-1 – Receiving agency requests an assignment extension for a resource
- 19a-2 – Receiving agency requests a reassignment of a person to a new position