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REQUEST FOR PROPOSALS

Contract 3205P

Reporting and Systems Integration for Human Resources

1. Introduction

The City of Richmond requires a Reporting and Systems Integration System (the “System”) for its Human Resources Department. The System shall be web-based and with reports delivered in a secure format. The System shall be flexible, scalable and shall integrate reporting into enterprise-level business intelligence.

The objective of this request for proposal is to provide the City with qualified proponents capable of carrying out the work herein defined. The subsequent proponent submissions will form the basis for evaluation, interview and selection.

2. Submission Details

To submit a Proposal, the Bidders is required to deliver three (3) bound copies and one (1) unbound copy of proposal marked “Reporting and Systems Integration for Enterprise Resource Planning, Contract 3205P” addressed to the **Purchasing Section, City of Richmond, at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until Wednesday March 19, 2008, 3:00pm local time**. Submissions received after this time will be returned to the sender provided the senders have included a return address on the envelope.

The City reserves the right to cancel this Request for Proposal for any reason without any liability to any proponent or to waive irregularities at their own discretion.

Proposals shall be irrevocable until the City awards this Contract or cancels this Request for Proposals, whichever first occurs.

All proposals shall remain confidential, subject to the Freedom of Information and Privacy Act.

Any interpretation of, additions to, deletions from, or any other corrections to the Proposal document, will be issued as written addenda by the City of Richmond. It is the sole responsibility of the potential Bidders to check with the City of Richmond’s Website, BCBid and/or the Purchasing Section to ensure that all available information has been received prior to submitting a bid.

3. Enquiries

Clarification of terms and conditions of the proposal process shall be directed to:

Purchasing Enquiries

Sumita Dosanjh
Contracting Specialist
City of Richmond
Telephone: 604-276-4097

E-mail: purchasing@richmond.ca

Technical Enquiries

Eddie Hung - Manager,
Enterprise Application Development
City of Richmond
Telephone: 604-276-4232

E-mail: ehung@richmond.ca

The City, its agents and employees shall not be responsible for any information given by way of verbal communication.

Any questions that are received by City of Richmond Staff that affect the Proposal Process will be issued as addenda by the City of Richmond.

4. Profile of the City of Richmond

Richmond is a culturally diverse and geographically unique community centrally located on Canada's West Coast, in Metro Vancouver, 20 minutes from Downtown Vancouver, and 25 minutes from the US border.

Richmond has been experiencing growth and change with remarkable speed, transforming from a rural, local community to an international city with a balance of urban, sub-urban family, and rural areas. The continuing development of the City's downtown core, and the pending construction of Rapid Transit and an Olympic Speed Skating Oval on time for the 2010 Winter Games, ensures that Richmond's transformation is ongoing.

The City of Richmond is located on Canada's Pacific Coast in the province of British Columbia. Richmond is a unique island city, favourably located within the Metro Vancouver in close proximity to downtown Vancouver and the U.S. border. It is comprised of a series of islands nested in the mouth of the Fraser River with the coastal mountain range as a backdrop. The islands include Sea Island, most of Lulu Island, and fifteen smaller islands.

With a population of over 185,400 people, Richmond is a growing dynamic urban centre with a unique mix of residential, and commercial property, agricultural lands, industrial parks, waterways and natural areas. It lies where the River meets the ocean. The shores

surrounding Richmond create an estuary border that provides habitat for fish and for migrating birds on the Pacific Flyway between the Arctic and South America.

The City of Richmond currently employs approximately 1700 staff.

5. Project Background

The City current packaged software consists of PeopleSoft, Hansen, Amanda, Bookit, Opentax, POS, GIS and Parksmart. In addition, the City also implemented in-house developed MS Access applications to support specific business needs. To integration various systems, scripts and computer programs were created using various technologies.

The City utilizes many different system applications to assist in work processes and to record and track data. These systems produce data that is utilised by the City for planning purposes, budgetary preparation, work functional analysis, and real-time decision-making.

Each system application has built-in proprietary reporting capability. There is little or no ability for customized reporting or to run ad hoc reports.

5.1 Current Software Systems

PeopleSoft HCM 8.9 – Human Resources, Base Benefits, Payroll and Time & Labour

PeopleSoft Financials 8.4 – General Ledger, Purchasing, Accounts Payables, Inventory, Billing, Accounts Receivable, Project Costing.

PeopleSoft Financials 9.0 (being upgraded) – all of the existing modules . Will also implement Asset Management.

Refer to Appendix A - Technology Definition Document

5.2 Network

Refer to Appendix A - Technology Definition Document

5.3 Servers

Peoplesoft HCM database server:

Hardware platform: HP 9000 rx2620 (ia64) with 2 processors and 16GB memory

Operating System: HPUX B.11.23

Database: Oracle 10.2.0.2

Peoplesoft HCM application server:

Hardware platform: HP 9000 rp3410 (parisc) with 2 processors and 6GB memory

Operating System: HPUX B.11.11

Middleware: BEA Tuxedo 8.1 Revision 3, Peoplesoft PeopleTools 8.46.11

Peoplesoft HCM windows server:

Hardware platform: Dell Poweredge 2850 with 2 processors and 3GB memory

Operating System: Windows 2003 Server Standard Edition

Middleware: BEA Tuxedo 8.1 SP3, Peoplesoft PeopleTools 8.46.11

Web Server: BEA Weblogic 8.1 Revision 3

Reporting software: Crystal Reports 9, SQR for Peoplesoft 8.46.11, Microsoft Office 2000

Information Builders reporting server:

Hardware platform: Dell Poweredge 2650 with 4 processors and 4GB memory

Operating System: Windows 2000 Server SP4

Middleware: Information Builders iWay DataMigrator 7.1

Reporting software: Information Builders Webfocus 7.1 and ReportCaster 7.1

5.4 Computers

Refer to Appendix A - Technology Definition Document

5.5 Interfacing Ancillary 3rd Party Systems - EDDIE

<u>Application</u>	<u>Vendor</u>	<u>Description</u>
Hansen	Hansen	Asset Management System
Amanda	CSDC Systems	Property Management
OpenTax	CSDC Systems	Taxation
Parksmart	Reino Enterprises	Parking Tickets & Inquiry
POS	Telus	Point of Sales
Bookit	Telus	Recreation Booking
Budgets Module	In-house developed (MS Access)	Operating Budget Preparation
Capital Model	In-house developed (MS Access)	Capital Budget Preparation

6. Project Description

The System shall support many different data repositories, including OLAP reporting, alerts, scorecards and dashboards.

The System shall have a portal solution that will provide a single common point of entry. The System shall be capable of integrating multiple and separate data sources. The System shall integrate with the City's existing information technology infrastructure and architecture.

The System shall be capable of various types of reports: preset templates, configured/customized reports, ad hoc and scheduled/alert-based. The System shall have the flexibility and option for users to create customized parameter driven reports.

This RFP is focused on fulfilling Human Resources immediate requirement for a reporting tool. The three (3) components that have been identified are: Training History, Position Curriculum Gap and Attendance Reporting.

- **Training History**

The Training History component shall generate reports that provide the training history for each employee and identify all education and training that has been completed.

This reporting component shall present but is not limited to the following data:

- Course name
- Number of employees that have completed a specified course
- Percentage of employees in a specified organizational hierarchy level who have completed a specified course.
- Training history by specified hierarchy by all positions or by specific positions, by a course or all courses.

- **Position Curriculum Gap**

The Position Curriculum Gap component shall generate reports that provide the training requirements for a specific position and the training taken by an employee or employees in that position. The Position Curriculum Gap report shall have the capability to be generated in summary form for any level at the City, or in detail for a specific employee.

This reporting component shall present but is not limited to the following data:

- Position
- Required course(s) for the position
- Employee name
- Courses taken by the employee
- Courses not yet taken by the employee (gap)
- Number of employees (count and percentage) meeting the training requirement for a position
- Number of employees (count and percentage) not meeting the training requirement for a position
- Number of employees (count and percentage) having taken each required course.
- Number of employees (count and percentage) needing to take each required course.

- **Attendance Reporting**

- This component shall provide information on attendance and absenteeism by City employees in support of the City's Attendance Awareness Program. The reporting shall be available in summary form for any level in the organizational hierarchy, in detail form for an individual employee or in summary form identifying how employee compare in a given level or by division at the City or other metrics as required.
- This reporting component shall present but is not limited to the following data:
 - Employee name
 - Leave type (Paid Sick, Unpaid Sick, WCB, etc).
 - Number of occurrences per employee as occurrence is defined by the City.
 - Absence time per occurrence in hours and in days.
 - Individual Full-Time Equivalent (IFTE) Absenteeism for each occurrence. IFTE is the adjustment for those employees working less than full time in the reporting period.
 - At the employee level this component will be able to highlight occurrences occurring on the first or last day of a shift rotation linked to a long weekend or vacation.

7. Implementation Requirements

The System shall be implemented in two phases.

Phase I – Restricted to full-time regular employees of the City.

Phase II - Part-time and auxiliary employees of the City.

8. Privacy

- 8.1 The System shall meet the City and Provincial privacy regulations, specifically the Freedom of Information & Protection of Privacy Act (FIOPPA) and Personal Information Protection Act (PIPA).

9. Security

- 9.1 Shall be a secured web browser with controlled access.
- 9.2 Sign-on shall be linked to pre-existing access rights. The System shall be secure and ensure that access rights are locked and cannot be over-ridden. Sensitive data must be protected at all times.
- 9.3 User authentication/authorization is required for the following applications: PeopleSoft Application(s), Active Directory, Oracle, and SQL Server.

10. System Requirements

The System shall:

- Meet City's hardware and software standards.
- Include 24x7 Help desk, software support;
- Have the ability to use at a minimum 128-bit secured-socket layer (SSL) data encryption (the same level of encryption used in online banking for the network database security);
- Provide for automatic emergency power systems to insure uninterrupted service during commercial power failure.
- Have the ability to provide backup in case data is corrupted.

Please describe in detail minimum hardware requirements.

Please describe in detail new software releases, how often are new releases, are the upgrades mandatory, are new releases included as part of the initial software purchase?

11. Proposed Software Products

- 11.1 Please identify all application software that is proposed and/ or required.
- 11.2 Please identify all database technology and or file management software that is proposed and/or required.
- 11.3 Please identify all required/ optional ancillary software including middleware, compilers, and report writers.
- 11.4 Please summarize the features of your proposed System

12. System Training

Describe the training and implementation support that is required, recommended, available or optional. Please identify training that is included with the System and training that is not included as part of the System. It is the strong preference of the City to have the training on-site at the City Hall. Please describe the training materials that will be included as part of the System and optional materials available to the City.

- Copies (electronic and hardcopy) of operator and training manuals
- Master copies of manuals and documentation for operating system

13. Additional Services

- 13.1 Describe all additional services including remote technical support that are required, recommended, available or optional.
- 13.2 Provide information on the additional staffing requirements the City may need to consider with the proposed System.

14. Maintenance and Support

- 14.1 Describe both during and after the warranty period, the procedures for obtaining product support.
- 14.2 Explain how custom modifications can be made by the City and how the modifications can be maintained.
- 14.3 Describe in detail how gaps between your baseline System and the City's needs will be identified, analyzed and resolved. A minimum of modifications to the existing City systems is preferred.
- 14.4 Describe the benefits, impacts, and schedules of new releases. State circumstances under which releases are mandatory or optional.

15. Critical Criteria

- 15.1 The System shall be web-enabled and include self-service applications for all levels of staff.
- 15.2 The System shall provide an integrated Portal application from which all applications can be accessed and support single sign-on.
- 15.3 The system shall provide a structured information model (metadata) which could be expanded for future reporting development.
- 15.4 The System shall use current Relational Database Management System technology as the foundation of the System.
- 15.5 The Proponent shall demonstrate the ability of their System to provide for multiple levels of data security and demonstrate how the System insures the integrity of the data being entered.
- 15.6 Describe the various levels of reporting capabilities and demonstrate that the date is easily accessible for daily transaction reporting and to display reports through customized digital dashboards.
- 15.7 Indicate what hardware platforms include application servers, mass storage devices and others that can be used to support the System.
- 15.8 Proponents are requested to present the configuration in a graphical format that describes the application hardware and software environment and relationships.
- 15.9 Please describe programming language.
- 15.10 Please describe any middleware.
- 15.11 Please describe redundancy and backup recovery.
- 15.12 Please indicate what type of client workstations your System will run on; Mac, PC.

16. City Provided Items

Testing facilities will be done at the City Hall location using designated servers and test database instances.

17. Project Schedule

The project is to be completed by **July, 2008** with work commencing **November, 2008**. A project schedule must be submitted with the proposal.

18. Proposal Submissions

All proponents are required to provide the following information with their submissions, and in the order that follows:

a. Executive Summary

A maximum three (3) pages Executive Summary which states the highlights or the proponent's interest and provides the reasons why the proponent should be considered as one of the key companies to be selected.

Significant attributes of the proponent's team, capabilities and software should be outlined and corresponding limitations identified, keeping mind the City's interest in acquiring a comprehensive and functional web-based enterprise reporting package

b. Company Background

A corporate profile of their firm outlining its history, philosophy and target market.

c. Industry Experience

A detailed listing of industry experience and product history and descriptions. Also include details of software releases, revisions and upgrades per year.

d. Customer References

A minimum of three (3) client references from projects of a similar size and scope, including the value, start and finish dates of contract. References must include one Canadian city. The City will contact references as part of the evaluation process.

e. Project Team

A complete listing of all key personnel assigned to this project. This will include their relevant experience, qualifications for this project, roles and responsibilities, leadership, etc., in addition to their availability for this project. Staff assigned to this project may not be changed without the prior consent of the City of Richmond. Richmond reserves the right to meet and assess assigned staff as part of the evaluation process.

f. System Description Delivery

A detailed proposal of what will be delivered, including the expected outcome and benefits to the City of Richmond. Identify any additional services your company may recommend or outline omission or deficiencies apparent from this document

Proponents may be required to be able to demonstrate the system being recommended in Richmond on City facilities at the proponent's cost. Demonstrations must address the needs/requirements of user departments

g. Project Methodology

A description of the proponent's understanding of the project objectives/outcomes and vision, and how these will be achieved.

A detailed and complete project methodology explaining each project task employed to meet the objectives, including what will be expected of both the proponent and the City with respect to each task.

A detailed schedule of all activities, including milestones, project meetings, interim reports and progress reports required for this project.

h. Support

Description of support methods provided and the customer service support organization structure. Detail support staff experience, roles and responsibilities. Technical support operating hours must be within the Pacific Time Zone. Describe escalation procedures for problem resolution.

i. Project Costs

Proponent will provide software support, maintenance and upgrades for two (2) years following implementation as part of the purchase and installation price.

Quoted pricing shall be in Canadian currency and shall include all taxes, fees and charges associated with this proposal.

Provide a range of anticipated costs to an accuracy of 10%. Include an itemized description of pricing structure and details including:

- A time allotment for each identified task proposed to carry out the work
- A schedule of fees for staff assigned to the project.
These rates shall be the basis for adjustments to the value of the contract, in the event the scope of work varies from that proposed.
- Specify all software license requirements and identify any conflicting provisions between this document and the software license agreement. If conflict occurs, include proposed solution to these differences
- Identify the cost of future annual software maintenance and provide an estimated cost for annual hardware upgrades

j. Warranty and Upgrade Policy

Itemize the warranty provided on your software solution. Explain and detail the software policy (i.e. when upgrades are scheduled and status for technical support and training).

19. Working Agreement

The successful proponent will enter into a contract for services with the City based upon the information contained in this request for proposal and the successful proponent's submission and any modifications thereto.

The detailed proposal will form the basis upon which a supplier will be selected and a contract negotiated.

20. Evaluation Criteria

Proposals shall be evaluated to determine the best value offered to the City against conformance to the following criteria:

Commercial Criteria:

- Understanding of project objectives/outcomes and vision
- Project methodology
- Project deliverables
- Experience and qualifications of those staff to be assigned to the project.
- References from other customers
- Interview and/or demonstration (if required)
- General completeness of documentation and presentation of materials and information
- Experience of firm

Technical Criteria:

- System design and application; system and functional requirements met
- System requirements met
- Functional requirements met
- Technical support record
- Business Intelligence and Systems Integration Architecture
- System Scalability
- Application Security
- Reporting Functionalities
- Information Delivery Options
- Microsoft Excel Integration
- Peoplesoft Specific Solutions

Appendix A -Technology Definition Document

The basic infrastructure of the City comprises the following:

- Ethernet - Over various media, including fibre and UTP
- TCP/IP – Version 4 only. Other network protocols such as IPX/SPX or NetBEUI are not supported
- Directory Services - MS Active Directory is the only supported directory service
- RADIUS services will be available from Active Directory (internal access) or RSA (external access)
- E-mail - SMTP only supported; MS-Exchange 2003 is the current platform
- HTML Services - Only the following platforms are supported:
 - Microsoft IIS 5.0 or 6.0 HTTP servers
 - Microsoft Internet Explorer 5.5 or 6.0 browsers
- Databases - The following SQL platforms are supported:
 - Oracle - version 8.0.6 (no new systems or applications will be deployed with Oracle 8.0.6)
 - Oracle - version 8.1.7 (no new systems or applications will be deployed with Oracle 8.1.7)
 - Oracle – version 9.2.0
 - Oracle – version 10.2.0
 - SQL Server version 2000
- NOTE that no MS-Access applications will be installed where more than one user might require access to the application. All databases should use either SQL Server or Oracle.
- Geographic Information System - The following ESRI products are supported:
 - ArcGIS - version 9.1
 - ArcView - version 9.1
 - ArcInfo - version 9.1
 - ArcSDE - version 9.1
 - ArcIMS - version 9.0
 - MAPObjects - version 3.2
- Client Computer Hardware - Only HP/Compaq Evo workstations are introduced to the network
- Client Computer Operating Systems - The following Operating Systems are supported
 - Windows 2000 (no new systems or applications will be deployed with Windows NT)
 - Windows XP (laptop and tablet systems only)
- Application vendors must indicate a date for full support of Windows Vista as client platform
- Client Computer Office Applications – Only MS Office version 2000 is supported
- MS Office is integrated to Hummingbird DM via the ODMA API. This integration is mandatory for all client systems.
- All applications installed must conform with the Microsoft “Designed for Windows XP Application Specification” version 2.3 or later
- All applications must run on Windows 2000 and Windows XP **without** requiring the end-user to hold administrative credentials on the computer.
- VMWare virtual systems. All Intel client applications must be supported in a Virtual Machine environment.

- Server Computer Hardware - Only the following systems are supported:
 - Dell PowerEdge
 - Hewlett-Packard Series 9000 PA-RISC (HPUX) (database server only)
 - Hewlett-Packard Itanium (HPUX) (database server only)
 - Sun ultraSPARC (database servers only)
 - Sun x86
 - VMWare virtual systems. All Intel server applications must be supported in a Virtual Machine environment.
 - Server Computer Operating Systems - The following Operating Systems are supported
 - Windows 2003
 - Windows 2000 (no new systems or applications will be deployed with Windows 2000)
 - Hewlett-Packard HPUX - version 11.0 (no new systems will be deployed with HPUX 11.0)
 - Hewlett-Packard HPUX – version 11.11 (PARISC) (database servers only)
 - Hewlett-Packard HPUX – version 11.23 (Itanium) (database servers only)
 - Sun Solaris - version 7,8 (no new systems or applications will be deployed with Solaris 7 or 8)
 - Sun Solaris - version 9
 - Suse Enterprise Linux – version 9 (database servers only)
 - Security:
 - All access to the City's network is through a firewall.
 - Only the most commonly used ports (80, 8080) will be kept open on the firewall for general outbound access
 - Incoming access is permitted to a DMZ server only
 - All Windows servers are rebooted weekly (early Tuesday morning) for the application of security patches
 - All Unix and Linux servers are rebooted weekly (early Monday morning)
 - Remote access to the City's network is only acceptable through City-specified VPN client (NetScreen-Remote) using RSA authentication tokens and IPSec encryption, **to the City's terminal server only**. Access to specific servers is accomplished using DSVIEW (KVM over IP) to the terminal server session.
 - Modem access to the City's network will not be permitted
 - Applications
 - No server applications are to be started from the console, server applications must run as services which run automatically at system boot time
 - Applications must support Canadian or ISO date formats (DD-MM-YYYY or YYYY-MM-DD)
 - Windows applications must support Microsoft Terminal Server deployment
- Applications requiring hardware authorisation devices (“dongles”) will not be accepted in any circumstance. FlexLM is an accepted tool for license management.



Note: Receipt of this completed form will assist us in calling for future bids. Please complete and submit this form prior to the closing date and time as shown on the Request for Quotation/Proposal/Tender form.
Please remember to include Quotation/Proposal/Tender No. at right.

Quotation/Proposal/Tender
No **3205P**.

A Quotation/Proposal/Tender is not being submitted for the following reason(s):

- | | |
|--|--|
| <input type="checkbox"/> We do not manufacture/supply the required goods/services | <input type="checkbox"/> Cannot obtain raw materials/goods in time to meet delivery requirements |
| <input type="checkbox"/> We do not manufacture/supply to stated specifications | <input type="checkbox"/> Cannot meet delivery requirements |
| <input type="checkbox"/> Specifications are not sufficiently defined | <input type="checkbox"/> Cannot quote/tender a firm price at this time |
| <input type="checkbox"/> Insufficient information to prepare quote/proposal/tender | <input type="checkbox"/> Insufficient time to prepare quote/tender. |
| <input type="checkbox"/> Quantity too small | <input type="checkbox"/> We are unable to competitively quote/tender at this time. |
| <input type="checkbox"/> Quantity too large | <input type="checkbox"/> We do not have facilities to handle this requirement |
| <input type="checkbox"/> Quantity beyond our production capacity | <input type="checkbox"/> Licensing restrictions (please explain) |
| <input type="checkbox"/> Cannot meet packaging requirements | <input type="checkbox"/> Agreements with distributors/dealers do not permit us to sell directly. |
| <input type="checkbox"/> Cannot handle due to present plant loading | <input type="checkbox"/> Other reasons or additional comments (please explain below) |

I / We wish to quote / tender on similar goods / services in future <input type="checkbox"/> Yes <input type="checkbox"/> No	Authorized Company Official – Signature and Title	Date
This space for City of Richmond Comments	Firm Name	
	Address	
	City	
	Province	Postal Code
	Telephone Number	



March 4, 2008
02-0775-50-3205P/Vol 01

City of Richmond
Business & Financial Services
Department
Finance Division
Telephone: 604-276-4218
Fax: 604-276-4162

To Those Parties Receiving Contract 3205P
Request for Proposal – Contract 3205P Reporting and Systems Integration for Human Resources

Dear Sir or Madame:

Re: Addendum #1

This addendum forms part of the Contract Documents and shall be read, interpreted and coordinated with all other parts.

1. Section 17 Project Schedule

Delete:

The project is to be completed by July, 2008 with work commencing November, 2008.

Replace with:

The project is to be completed by November, 2008 with work commencing July, 2008.

Yours truly,

Sumita Dosanjh
Contracting Specialist



February 29, 2008
File: 02-0775-50-3205P/Vol 01

City of Richmond
Business & Financial Services
Department
Finance Division
Telephone: 604-276-4218
Fax: 604-276-4162

To Those Parties Receiving Contract 3205P
Request for Proposal – Reporting & Systems Integration Tool – Human Resources

Dear Sir or Madame:

Re: Addendum #2
Contract 3205 Reporting & Systems Integration Tool – Human Resources

This addendum forms part of the Contract Documents and shall be read, interpreted and coordinated with all other parts.

1. Question: User counts - how many users of this reporting solution do you anticipate?

Answer: Potentially all managers and their assistants, possibly 300 to 400 people will have access initially, but the RFP should quote for 1,800 for future reporting rollout.

2. Question: Can you break down between full time and part time/auxiliary staff?

Answer: 624 Part-time, 1221 Full-time

3. Question: Also, we would like to craft a response including some of the Peoplesoft components. Could you please share with us how customized your Peoplesoft implementation is vs. out of the box?

Answer: PeopleSoft delivered Record structures are not customized at the City of Richmond; Page and PeopleCode customization are minimum.

3. Please note the following extension to the closing date: The new closing date is **Wednesday, March 26, 2008**, 3:00pm local time.

Yours truly,

Sumita Dosanjh
Contracting Specialist



March 19, 2008
File: 02-0775-50-3205P/Vol 01

City of Richmond
Business & Financial Services
Department
Finance Division
Telephone: 604-276-4218
Fax: 604-276-4162

To Those Parties Receiving Contract 3205P
Request for Proposal – Reporting & Systems Integration Tool – Human Resources

Dear Sir or Madame:

Re: Addendum #3
Contract 3205 Reporting & Systems Integration Tool – Human Resources

This addendum forms part of the Contract Documents and shall be read, interpreted and coordinated with all other parts.

1. Please note the following extension to the closing date: The new closing date is **Wednesday, April 3, 2008, 3:00pm** local time.

Yours truly,

Sumita Dosanjh
Contracting Specialist



March 26, 2008
File: 02-0775-50-3205P/Vol 01

City of Richmond
Business & Financial Services
Department
Finance Division
Telephone: 604-276-4218
Fax: 604-276-4162

To Those Parties Receiving Contract 3205P
Request for Proposal – Reporting & Systems Integration Tool – Human Resources

Dear Sir or Madame:

Re: Addendum #4
Contract 3205 Reporting & Systems Integration Tool – Human Resources

This addendum forms part of the Contract Documents and shall be read, interpreted and coordinated with all other parts.

1. Please note the following the closing date is **Thursday, April 3, 2008, 3:00pm local time.**

2. Questions:

2.1 How broad do you see your audience across the enterprise now or in the near future? (# of Users?)

- o Phase 1 - **25 to 50 Users**
- o Phase 2 - **1700 Users**

2.2 Of the users you have can you please let me know how many you may have in each of the following Categories?

- o Report Consumers – These are users who are simply sent reports but they do not interact with them. They could emailed reports, or reports exported to PDF or Excel and bursted out. - **1700 Users**
- o Report Viewers – These are users who receive reports to view, such as Crystal Reports - **1700 Users**
- o Power Users – These are users who would be creating ad hoc reports and doing analysis of the data such as Business Analysts. These people spend a lot of time on the system. - **75 Users**
- o Dashboard Users – the number of users you feel will have or be interacting with a dashboard - **200 users**

2.3 For the reporting server, will the selected Business Intelligence tool be placed in the current Information Builders server indicated in the RFP?

This server will most likely be upgraded.

2.4 Or will there be a new server specified?

Please provide us with hardware recommendations for your specific software.

2.5 Do you have specific needs in the City to have a multi server infrastructure for systems such as Business Intelligence?

Not at this time.

2.6 Does there need to be fault tolerance or are you looking to build out fault tolerance into your project down the road?

Not at this time.

2.7 Do you require Disaster Recovery?

Not at this time.

2.5 For Training what will be the Number of students? How many of the students would be

1. Administrators
2. Power users
3. End users

Please see numbers above. Please provide us with a unit cost for the students' training.

Yours truly,

Sumita Dosanjh
Contracting Specialist