



# **ENTERPRISE RESOURCE PLANNING 2014**

REQUEST FOR INFORMATION

BUSINESS SYSTEMS SOLUTIONS (ERP)

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## **1 Introduction**

### **1.1 Vision for this RFI**

COSTI Immigrant Services (COSTI) is evaluating our long term strategic needs for business systems in relation to COSTI's current Strategic Plan. COSTI would like to understand the market place as it relates to business systems and the value proposition for best of breed systems and for Enterprise Resource Planning (ERP) systems. This RFI for COSTI business systems is intended to solicit responses from vendors or other potential partners offering innovative solutions to meet the needs of the organization as it is structured today – and for the strategic directions that are envisioned in the future. COSTI is looking for a solution that is based on the following principles:

- Maximum integration between applications;
- User friendly, intuitive design;
- Supports the requirements of an organization with geographically distributed and multi-tiered community services model, with multiple sources of funding;
- Employs an open architecture;
- Is innovative.

COSTI will entertain responses from the vendor community that can offer both the software and services to drive the COSTI vision. All respondents are encouraged to be creative and innovative in responding to this RFI document. COSTI will consider both ERP and solutions based on best of breed application software in each major functional are linked together through effective data exchange interfaces.

COSTI is approaching the market place with the following intents:

- Leveraging opportunities for business process improvement across Finance (Financial Accounting), Management Accounting (Budgeting), and Human Resources (HR).
- Identifying the most important system requirements to assist in achieving our critical success factors;
- Seeking out best practices and new tools to help achieve objectives;
- Deciding whether to upgrade or replace existing systems.

#### **Critical Success Factors/Key Requirements**

We have identified Critical Success Factors (CSFs) that COSTI must do well to support the organization in reaching its vision as well as key requirements that will assist in achieving CSFs:

Support core business of service delivery in Education, Social Services, and Employment fields:

- Financial Accounting, Management Accounting, HR, and Payroll systems;
- Work flow;
- Ability to respond and adapt to change quickly.

Recruit/retain and manage a team of skilled, experienced professionals:

- Payroll for complex union agreements;
- Multi-tiered organization structure.

Single source of truth for internal and external information needs:

- Drill down to source documents, feeder systems and scanned documents;
- Financial and statistical data relating to non-for-profit services in Education, Social Services, and Employment (ESSE), including integration of data from other sources.
- Roll-ups to any reporting dimension or level in organization;
- Flexible financial and statistical analysis and reporting capability;
- Forecasting based on HR full-time equivalent.

Efficiency and cost reduction:

- Integrated systems – enter data once while allowing business units to modify definitions as necessary;
- Employee and manager HR self-service;
- Audit trail of who entered, changed and approved transaction;
- Role of cost centre based access controls with visibility of assigned responsibilities;
- Flexible financial report writer;
- Project accounting with budget, actual and commitments;
- Document management integrated into SharePoint;
- Superior service to all users.

Right service at right place at right time at right price:

- Contract management;
- Work flow on contract renewals.

Ability to facilitate, identify and manage risks effectively:

- Work flow;
- Audit trail of who entered, changed and approved transaction;
- SharePoint-based document management.

Affordability

- Being a not-for-profit, community-based organization, COSTI is in the position to allocate limited financial resources to the project. ERP/Best of Breed solutions providing high value for money, low cost of implementation relative to the overall cost of the project, and geared towards a cost-conscious segment of the market might be given higher preference.

## 1.2 Key Functionality and Relative Importance

Criteria	Weighting 3=Critical 2=Strategically Important 1=Desirable
<b>Generic functionality</b>	
- Security	3
- Work flow	3
- Ease of use	2
- Customization capabilities	2
- Integration capabilities	3
<b>Financial functionality</b>	
- General ledger	3
- Financial and Statistical Reporting	3
- Project Accounting	3
- Reporting Structures	3
- Funds Control	2
- Budgeting and Forecasting	3
- Accounts Payable	3
- Accounts Receivable/Billing	3
- Cash Management	2
- Asset Management	2
- Expense Management	2
<b>Supply Chain Functionality</b>	
- Contract Management	1
- Inventory	1

<b>HR Functionality (including volunteering)</b>	
- Recruitment/Onboarding	3
- Performance Management	2
- Self service	3
- Training administration	1
- Pensions and Benefits Administration	3
- Attendance Tracking and Disability Management	2
- Compensation Administration and Management	3
- Employee Relations & Grievance Management	2
<b>Payroll</b>	
- Does not require duplicate data entry	3
- Self-service & Workflow	3
<b>Workforce Management</b>	
- Scheduling	1
- Time and Attendance Tracking	3
- Multi-project Labour Cost Allocation	3
<b>Document Management functionality</b>	2
- Seamless integration with SharePoint	3
<b>Business Intelligence functionality</b>	
- Dashboards	2
- Ad hoc Report Writer	3
<b>Vendor Vision</b>	2
<b>Cost of License and Service</b>	3
<b>Quality of service and support</b>	2
<b>Internal costs</b>	3
<b>Underlying technology – preferred Microsoft platform &amp; SharePoint integration.</b>	2

## 2 COSTI's Profile

COSTI is a not-for-profit, community-based social services agency that provides educational, social, and employment services to help immigrants in the Toronto area attain self-sufficiency in Canadian society. COSTI strives to be a leader in community service, using a client focused, proactive, and innovative approach in planning, developing, and delivering services. COSTI will meet the changing needs of a diverse ethno-cultural community while encouraging the full growth and development of its clients and staff.

In 2014, COSTI has an operating budget of \$27 million, 39,000 clients, 17 locations, over 300 full- and part-time employees, and 170 volunteers.

Through the generous financial support received from federal, provincial and municipal government sources; the United Ways of Toronto, Peel Region and York Region; foundations and other donors; COSTI has been successful in serving the needs of a diverse community since 1952. COSTI's funders support and share in our organization's philosophy - that productive membership in society and good citizenship are enabled when individuals are given the means to fully participate.

COSTI receives a large portion of its funding from government sources at the federal, provincial and municipal levels. Funding arrangements typically involve contracts that require detailed reporting of expenses and operational results. Providing accurate and timely data for these reports is a significant priority for the organization.

COSTI's Vision, Mission and Strategic Directions are available at [www.costi.org](http://www.costi.org).

<b>COSTI Statistics</b>	
Number of clients:	39,000
Number of employees:	350
Number of volunteers:	170
Number of Locations:	17
Number of Divisions:	4
Number of Programs:	50
Number of Funders:	15
Number of Funding contracts:	30
Number of distinct financial accounts (cost centres):	14

<b>Named users (assume 60% of named = concurrent)</b>	
Capital asset management	3
GL users	7
Budgeting users	4 Finance staff + 35 managers
AP users	2

<b>Named users (assume 60% of named = concurrent)</b>	
Billings and Accounts Receivable	2
Expense reports	7
Account enquiry	7
Business Intelligence	4
Document Management	250
Time entry	138
Payroll	3 Finance + all employees as self-service
HR	3 HR staff + all employees as self-service
Workforce Management	3 HR staff + all employees as self-service
Purchasing	50
Inventory	5
Receiving	5
Requisitioners/Approvers	50
Cost Centres	80
Financial Secondary Accounts	5
Supplier Invoices Processed annually	15000
Cash Receipts Processed annually	850
Client accounts	1005
Total Employee Records	2000
Total Active Employee Records	380
Suppliers	4500
Items	3000
Contracts (distinct – contract IDs in system)	100
Supplier invoice lines processed annually	35700
Payments processed annually	5000

## **2.1 Information Technology Environment**

COSTI has a well-developed information technology in place to support this project. The following are some key points vendors may wish to consider in preparing their proposals:

- Application storage and backup is managed through Microsoft Data Protection manager, on redundant hardware, on-site and off-site;



- A Gigabit network connection to all main location's systems, 7 Mbps – 25 Mbps WAN connectivity to all other client systems;
- Three physically separated data locations, two at 20 Mbps up/down, and one at 7 Mbps up/25 Mbps down connectivity speeds;
- Microsoft SQL Server database environment;
- Wi-Fi available in most locations;
- 450 workstations/laptops and some 30 servers used at COSTI;
- Microsoft Active Directory (2012) used for authentication; workstations locked down by GPO, no user privileges to change settings, install software, applications, or plug-ins;
- Microsoft System Centre Configuration Manager, Operations Manager, Virtual Machine Manager and Data Protection Manager fully implemented;
- Minimum Client PC Specs: Intel(R) Core(TM)2 CPU 6300 @ 1.86GHz, 2 GB RAM, Windows 7;
- Client Operating Systems (all 64bit): Windows Vista, Windows 7, Windows 8.1 Pro;
- Server Operating Systems: Windows 2008 R2 Server, Windows 2012 R2 Server;
- Microsoft Internet Explorer 9 and 11.

## 3 Request for Information Process

### 3.1 Definitions

**“Submission”**

Complete set of all document prepared and compiled in accordance with the submission guidelines detailed in this RFI and transferred to COSTI for evaluation of the information contained therein.

**“Recipient”**

A legal entity (proprietor, partnership or corporation) who chooses to respond to the RFI or which is invited by COSTI to participate in the present RFI.

**“Respondent”**

A legal entity (proprietor, partnership or corporation) which submits information in response to this RFI.

**“Confidential Information”**

Any information relating to COSTI, the personal information of its clients or otherwise proprietary to COSTI, issued to, used by, accessed by, or disclosed to the Recipient(s), directly or indirectly, in connection with the performance of the Recipient(s)' obligations under this RFI.

### 3.2 RFI Objectives

Respondents to this RFI are requested to:

- 3.2.1 Provide information on your proposed solution/application as per [Schedule A](#) requirements.
- 3.2.2 Consent to present their proposed solution in detail upon request by COSTI; such corporate presentation shall be held at the request of COSTI for the benefit of internal stakeholders during the evaluation period of the Submission(s).
- 3.2.3 Provide any additional information you deem important for this RFI.
- 3.2.4 Provide advice as to how COSTI can expect to acquire the products and solutions deemed important for this RFI on a restricted budget.
- 3.2.5 Provide advice on how COSTI can obtain the products as part of a staged implementation over two to three years.

### 3.3 RFI Process

COSTI requests that all information be handled in strict confidence by all parties.

Respondent(s) must submit their responses to this RFI in either electronic format OR hard copy, in compliance with the response requirements set out in [Section 4 – “Request for Information – Submission Content”](#),

In electronic format to: [rfiresponse@costi.org](mailto:rfiresponse@costi.org)

In hard copy, in a sealed envelope to:

COSTI Immigrant Services – Request for Information Response  
1710 Dufferin Street, Toronto ON M6E 3P2

The deadline for all electronic and/or hard copy submissions is 15:00 hours EST on January 30<sup>th</sup>, 2015.

Submissions received past this time will not be considered and will be returned unopened.

### 3.4 Question during RFI Process

Any questions or concerns with this RFI process must be directed (via e-mail only) to:

[rfiresponse@costi.org](mailto:rfiresponse@costi.org)

Deadline for receipt of written inquiries is January 23<sup>rd</sup>, 2015. Inquiries and responses will be posted on [www.costi.org](http://www.costi.org) up to January 26, 2015. COSTI at its sole discretion will answer similar questions from Respondents only once, edit the questions for clarity, and exclude questions that are either inappropriate or not comprehensible.

### 3.5 Evaluation Process

COSTI will be using a staged selection process. A description of the steps and evaluation process are shown below.

**Step 1:** Review of written RFI Submission Content

COSTI reviews the information provided in the written Submissions of Respondents.

**Step 2:** Respondent Presentations, as needed

Based on Step 1 review, COSTI may request corporate presentations by Respondent(s). At the request of COSTI, such presentations may include product demonstrations and/or question & answer sections to obtain additional clarifications to the information provided in response to the RFI. A short scripted component may be requested. COSTI reserves the right to include respondents that were not asked to make representations for Step 3.

**Step 3:** Issuance of RFSQ/RFP as needed.

### **3.6 Anticipated Time Frames**

- a. COSTI issues RFI: (December 18<sup>th</sup>, 2014)
- b. Deadline to submit clarification questions: (January 23<sup>st</sup>, 2015)
- c. COSTI response to clarification questions: (January 26<sup>rd</sup>, 2015)
- d. RFI submission received: (January 30<sup>th</sup>, 2015)
- e. RFI review by COSTI: (February 4<sup>th</sup>, 2015)
- f. Vendor corporate presentations/scripted demos and notification to vendors:
  - i. (February 5<sup>th</sup>, 2015) Advise Best of Breed (BoB) and ERP vendors;
  - ii. (February 11<sup>th</sup>, 2015) ERP presentation;
  - iii. (February 12<sup>th</sup>, 2015) (BoB) Time and Attendance and Scheduling presentations;
  - iv. (February 13<sup>th</sup>, 2015) (BoB) Business Intelligence/Corporate Performance Management Presentations;
  - v. (February 16<sup>th</sup>, 2015) (BoB) HR/Payroll presentations;
  - vi. (February 17<sup>th</sup>, 2015) (BoB) Finance presentations.

## 4 Request for Information – Submission Content

### 4.1 RFI Format

- 4.1.1 Respondent(s) must organize their submissions in the same order as the order of information requested pursuant to this [Section 4](#) – “Request for Information Submission Content”
- 4.1.2 In the event that Respondent(s) cannot provide any item of information requested, Respondent(s) must indicate what, if any, plans they have for providing this item in the future or their reason for excluding this item of information.
- 4.1.3 Respondent(s) shall indicate their agreement or disagreement with the RFI Objectives and the RFI General Terms by filling out the form fields of this RFI document in accordance with [Subsection 4.4](#) – “RFI Objectives and RFI General Terms Compliance”.
- 4.1.4 Respondent(s) shall complete the following schedule(s) electronically by filling the forms fields of this RFI document:
  - [Schedule “A-1”](#) – “Vendor Questionnaire”
  - [Schedule “A-2”](#) – “Existing Integration Application”
  - [Schedule “B”](#) – Declaration of Conflict and/or Relationship
  - [Schedule “C”](#) – “Confidentiality Agreement”
  - [Schedule “D”](#) – “Respondent Information”
  - [Schedule “E”](#) – “References”
  - [Schedule “F”](#) – “Estimated Costs”
  - [Schedule “G”](#) – “Document Submission Check List”
- 4.1.5 Further documents may be required to satisfy the requirements specified as RFI Objectives, and RFI General Terms Compliance or in this [Section 4](#) – “Request for Information-Submission Content”, respectively. [Schedule “G”](#) – “Document Submission Check List” contains a list – including required number of copies – of the minimum set of documents comprising a submission under this RFI.

### 4.2 RFI Requirements

Respondent(s) are requested to assemble electronic binders (.zip) of their proposed solution(s) in compliance with the following outline/guidelines. For each solution proposed, the same outline should be followed. Any number of lines/details can be added in each section/subsection. For Schedules requiring signatures (“B” and “E”), please print and sign, and enclose a scanned copy in the response.

#### Section I – Solution Details/Information

This section to include an electronic copy of following:

- Executive Summary
- Completed RFI – Name – Date, (MS Word 2010/2013, .docx)
- Schedules

## **Section II – Other Details**

List any proposed solution specification sheets/brochures/support material or any other details not covered above.

### **4.3 Executive Summary**

Respondent(s) shall provide an Executive Summary in the beginning of the submission.

### **4.4 RFI Objectives and RFI General Terms Compliance**

Respondent(s) shall identify their agreement/disagreement with the RFI Objectives and RFI General Terms Compliance set out in [Subsection 3.2](#) and [Subsection 4.1](#), by checking the check box provided after each RFI Objective or RFI General Term, respectively.

If Respondent(s) do not agree with COSTI's preferred position as stated in the RFI Objectives or the RFI General Terms, Respondent(s) shall state their own proposed alternative position in the appropriate "Comments" text box.

### **4.5 Conflict and/or Relationship declaration ([Schedule "B"](#)) (Mandatory Requirement)**

Any Respondent(s) who has a current or may have had a previous relationship with COSTI or their directors, officers, agents, employees, and/or clients must disclose such relationship(s). Respondent(s) shall sign and return original copies of the Conflict and/or Relationship Declaration attached hereto as [Schedule "B"](#).

### **4.6 Confidentiality Agreement ([Schedule "C"](#)) (Mandatory Requirement)**

Recipient(s) shall sign and return scanned copies of the Confidentiality Agreement attached hereto as [Schedule "C"](#).

### **4.7 Respondent Information**

Respondent(s) shall complete [Schedule "D"](#) – "Respondent Information" following instructions therein.

In completing [Schedule "D"](#), Respondent(s) shall provide a profile of their Company, including:

- Organization Biographical Details (Section A)
- Strategic Direction (Section B)
- Sales Representative Contact Information (Section C)
- Operations (Section D)
- Agents/Subcontractors (Section E)
- Contact Person for RFI submission (Section F)

#### **4.8 References**

Respondents are requested to complete [Schedule "E"](#) providing three (3) corporate/institutional customers. If possible, reference customers should be of comparable size and complexity when compared to COSTI. Please indicate whether reference customers would be prepared to be interviewed by COSTI.

#### **4.9 Document Submission Check List**

In order to support Respondent(s) in their efforts to compile the Submission documents, COSTI provided a "Document Submission Check List" attached hereto as [Schedule "G"](#)

## **5 General Terms**

### **5.1 General Terms**

- 5.1.1 COSTI, individually or collectively shall not be responsible for any costs incurred during the preparation of any Submissions, whether complete or incomplete.
- 5.1.2 Nothing in this RFI shall be construed as obligating COSTI to pay any Respondent(s) for information received pursuant to this RFI.
- 5.1.3 Nothing in this RFI shall be construed as obligating COSTI to purchase Products from Respondent(s) or enter into a purchase agreement with COSTI for Product(s) on the basis of the information provided by Respondent(s) in their Submission.
- 5.1.4 COSTI reserves the right to amend or revise the RFI in writing at least three (3) days prior to the closing time on the closing date. Respondent(s) shall be informed of any such change by numbered addenda. However, COSTI reserves the right to provide oral interpretation to any Respondent(s) and these oral interpretations shall not affect or modify the RFI. If in COSTI's sole opinion such oral interpretations do not necessitate the issuance of a written addendum, such oral interpretations need not be provided to all Respondent(s) in the form of written addenda or otherwise.
- 5.1.5 All Submissions received will be considered complete. Any additional information, changes and amendments will not be accepted unless specifically requested by COSTI.
- 5.1.6 COSTI reserves the right to waive any irregularities in the submission, the procedures contained in this RFI, and to waive any requirements of the RFI in comparing submission, to accept any part of an RFI, or to reject all or any RFI on the basis of any consideration, at COSTI's discretion. COSTI shall not be obliged to provide reasons for the rejection of any RFI.
- 5.1.7 COSTI reserves the right to cancel this RFI at any time and shall not be obligated to provide reasons for the cancellation.
- 5.1.8 Recipient(s) shall not make any public announcement or distribute any literature regarding this RFI or otherwise promote itself in connection with this RFI.
- 5.1.9 COSTI reserves the right to require any Recipient(s) to enter into a non-disclosure agreement satisfactory to COSTI.
- 5.1.10 Nothing in this RFI shall be construed as obligating COSTI to issue the RFP.
- 5.1.11 COSTI reserves the right to add, alter or remove any specification and requirements contained herein in issuing an RFP or Request for Supplier Qualification (RFSQ).
- 5.1.12 By submitting a response to this RFI, the Respondent(s) agrees to accept and to be bound by all of the terms and conditions contained in its submitted information(s).



## SCHEDULE “A-1” – Vendor Questionnaire

This section of the Request for Information provides high level functional and technical requirements for each application required by COSTI.

The attached document contains functional and technical requirements, which have been detailed in a table format. **Respondents are requested to answer all of the questions within the attached Excel document containing multiple sheets.**

In completing this section of the RFI, Respondents are asked to indicate the extent to which the proposed solution meets each of the requirements by selecting the appropriate indication number from the following scale:

- 5 = Requirement is fully addressed in the standard system;
- 4 = Third party using same tools and database as primary system;
- 3 = Customization, workaround or third party using different tools than primary system;
- 2 = Plans to fully address in the next year;
- 1 = Partially addressed in standard system but no plans to fully address requirement;
- 0 = Not addressed at all.

If you feel there is potential ambiguity to the question, state your assumption in the comment column. Please feel free to elaborate on any point either directly or in the comment column.

It is understood that each vendor may group or package the application software systems described in this RFI differently, In the event that a requirement is addressed in your system by a module other than the one that it is listed in this RFI, please indicate in the comments column the name of the module in your system where the functionality is provided.

If the response is a third party, please indicated the third party product. Also indicate whether any requirement is not included in your cost estimate by entering “N” in the “In” (Included in Cost Estimate) column. A blank in the “In” column means that the requirement is included in the cost estimate.

## SCHEDULE “A-2” – Existing Application Integration

This section of the Request for Information provides a list of existing applications used by COSTI which may require some level of integration with the proposed solution.

Please indicate in the table below the extent to which the proposed solution is integrated with the application identified.

Vendor	Application	Integration/Interface	Describe Integration Work
ADP	PaySpecialist 8.1	Payroll processing Employee data Payroll data	
SAGE	Accpac 5.4	Accounts Payable Accounts Receivable General Ledger	
Microsoft	SharePoint 2010 (upgrade to 2013 planned for 2015)	Document Management, Collaboration	
Microsoft	SQL Server 2008 R2	Used as database engine for all applications	
COSTI	CISv2	Service Delivery Records & Reporting Clients information	
Microsoft	Active Directory	Identity management, directory services, and integrated security	
Microsoft	Office 2013 (Excel)	HR Records, Budgeting	

## SCHEDULE “B” - Conflict And/Or Relationship Declaration

Any Respondent(s) who has a current or may have had a previous relationship with COSTI or their directors, officers, agents, employees, and/or clients must disclose such relationship(s) below.

Officer of the Company:	Name of person with conflict:	Date:

No conflict or relationship to declare

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Officer of the company

Position

Date

## **SCHEDULE “C” – Confidentiality Agreement**

All information gathered for the purpose of preparing this Submission is confidential and will not be shared with anyone, except those individuals preparing this Submission. Permission must be obtained in writing from COSTI to divulge any information to any other persons except as otherwise required by applicable law.

All those individuals involved in preparing this Submission must also sign this agreement.

Officer of the Company:	Position within the Company:	Date:

A scan of the original duly signed copy of this Confidentiality Agreement must be included with the submission.

\*An Officer of the company is defined as a person who has the authority to legally bind the company.

## **SCHEDULE “D” – Respondent Information**

The following template shall be complied with for the Submission of Respondent information. Respondent(s) are required to complete the form electronically.

### **Section A: Organization Biographical Details**

Respondent(s) shall provide the Company Name according to incorporation or equivalent statute, and a statement describing the background of their Company/Organization

Company Name:	
Background:	

### **Section B: Strategic Direction**

Respondent(s) shall provide the Vision Statement of their Company.

Company Vision Statement:	
---------------------------	--

Company Mission:	
Strategic Partnership Direction:	

**Section C: Sales Representative Contact Information**

Respondent(s) shall list the contact information of Sales Representative(s) relevant to their Submission. Sales Representatives(s) of the Respondent listed in this section must have territorial authority for the area of operation of COSTI.

Name	
Position	
Office Phone	
Cell Phone	
Email	

**Section D: Operations**

Operational Profile	(Describe the Operations of Company and Its Relevant Facilities)
---------------------	--

It is required that Corporate Head Office is listed with their relevant contact information:

Corporate Head Office	
Address:	
Tel:	
Toll Free Tel.:	
Hours of Operation:	
Number of Employees:	

Number of customers worldwide:	
Number of customers in Canada	
Revenues 2012	
Revenues 2013	
Number of employees	
Number of implementations of quoted product:	
Years in business	

**Section E: Agents/Subcontractors**

In case Respondent(s) intend to use agents or subcontractors to perform the services outlined in this RFI, Respondent(s) shall provide the following information.

Should Respondent(s) require more than three (3) Agents/Subcontractors, please add required number of Agent/Subcontractor tables, containing the same information as requested hereunder.

Agent/Subcontractor #1	
Name:	
Service under Agency/Subcontract:	
Address:	
Tel.:	
Toll Free Tel.:	
Hours of Operation:	

Agent/Subcontractor #2	
Name:	
Service under Agency/Subcontract:	
Address:	
Tel.:	
Toll Free Tel.:	
Hours of Operation:	

Agent/Subcontractor #3	
Name:	
Service under Agency/Subcontract:	
Address:	
Tel.:	
Toll Free Tel.:	
Hours of Operation:	

**Section F: Contact Person for RFI Submission**

Respondent(s) shall identify the key contact person for clarification of questions arising from Respondent(s)' Submission to this RFI.

Any questions pertaining to the presented Submission to this RFI shall be directed to:

Name:	
Position:	
Telephone:	
E-mail:	



## SCHEDULE “E” – References

Please list at least 3 (three) Corporate/Institutional Customers as references as per below. Respondents must provide full contact information.

No.	Name of Application Version/Year Installed	Reference Institutional Customer		Contact Person	
		Name	Location	Name	Location
1					
2					
3					

### Authorization and Execution

As authorized signing officer for my company, I agree to adhere to the terms and conditions that form part of this RFI. The information provided as part of this completed schedules forms part of my company’s submission under the terms and conditions of this RFI.

---

Officer of the company                      Position                      Signature                      Date

## SCHEDULE “F” – Estimated Costs

### Notes to Costing

Based on previous implementation with similar scope and size of organization please provide a high level cost estimate based on the following chart, below.

Prices should be in Canadian dollars and include any customs duties or tariffs. All prices should be exclusive of the HST or other similar taxes, each of which, if applicable, should be stated separately.

Business process re-engineering, workflow redesign or similar professional services must be quoted separately from the pricing of the solution. Only professional services required for implementation and support of the solution may be included in the price.

If there are components of the solution that are supplied by a third party, these must be priced and included in the estimate. Where the proposed solution is presented by multiple vendors, we expect one vendor to take the lead in pricing, negotiations, and delivery of the solution.

Fully outline the assumptions you have made in preparing the cost estimate. For example, if your licensing is based on a per seat basis, indicate the number of seats you have assumed (no page limit). Where there are options or multiple methods of pricing, give a brief explanation of the decision for the method used. In addition, please explain the licensing structure (per seat, per device, per employee). If expansion pricing is different than first purchase pricing, please include this as well.

Please indicate any innovative pricing approaches separately and mark them clearly as alternate approaches. These would include reference client pricing, at-risk pricing, leasing, hosted solutions, etc.

Ensure that operating system software licenses/renewals and application software licenses/renewals costs are included. Please also ensure that the proposed hardware configuration supports COSTI’s user stats and transaction volumes or file sizes, specified in [Section 2](#) of this RFI.

### Cost Estimate

#### 1. Application Licensing and Maintenance Costs

Approximate Cost Information – Canadian Dollars

<i>Application</i>	<i>Vendor Response</i>	<i>Comments</i>
<b>Financials</b>		
<b>License</b> (Can respond with a total and indicate whether modules below are included)		
General Ledger		
Project Accounting		
Grant Management		
Reporting Structures		
Financial and Statistical Reporting		
Budgeting and Forecasting		

<i>Application</i>	<i>Vendor Response</i>	<i>Comments</i>
Accounts Payable		
Expense Reporting		
Accounts Receivable and Billing		
Cash Management		
Capital Asset Management		
Other		
<b>Total License:</b>		

<b>Implementation Fees</b> – All services except for integration and conversion. (Can respond with a total and indicate whether modules below are included)		
General Ledger		
Project Accounting		
Grant Management		
Reporting Structures		
Financial and Statistical Reporting		
Budgeting and Forecasting		
Accounts Payable		
Expense Reporting		
Accounts Receivable and Billing		
Cash Management		
Capital Asset Management		
Other		
<b>Total Services:</b>		

Estimated Travel Costs		
Maintenance (Year 1 as % of license)		
<b>Total Maintenance:</b>		

Subsequent years as % of license		
On discount or list price		
Annual support costs if not included in maintenance.		

<i>Application</i>	<i>Vendor Response</i>	<i>Comments</i>
Provide any assumptions or level of support under additional comments		
Daily Rate		

<b>HR/Payroll</b>		
<b>License</b> (Can respond with a total and indicate whether modules below are included)		
HR		
Payroll		
Workforce Management		
Other		
<b>Total License:</b>		

<b>Implementation Fees</b> All services except for integration and conversion		
HR		
Payroll		
Workforce Management		
Other		
<b>Total Services:</b>		

Estimated Travel Costs		
Maintenance (Year 1 as % of license)		
<b>Total Maintenance:</b>		
Subsequent years as % of license on discount or list price		
Annual support costs if not included in maintenance. Provide any assumptions or level of support under additional comments.		

<b>Business Intelligence</b>		
License		
Dashboards		

<i>Application</i>	<i>Vendor Response</i>	<i>Comments</i>
OLAP		
Other		
<b>Total License:</b>		

<b>Implementation Fees</b> All services except for integration and conversion		
Dashboards		
OLAP		
Other		
<b>Total Services:</b>		

Estimated Travel Costs		
Maintenance 1 Year, as % of license on discount or list price.		
<b>Total Maintenance:</b>		

Subsequent years as % of license on discount or list price		
Annual support costs if not included in maintenance. Provide any assumptions or level of support under additional comments.		
Daily rate		

<b>SharePoint-Integrated Document Management</b>		
License (excluding SharePoint licensing)		
Implementation Fees except for integration and conversion		
Other		
Estimated Travel Costs		
Maintenance Year 1 as % of license		
<b>Total Document</b>		

<i>Application</i>	<i>Vendor Response</i>	<i>Comments</i>
<b>Management License &amp; Service:</b>		
Subsequent years as % of license on discount or list price		
Annual support costs if not included in maintenance. Provide any assumptions or level of support under additional comments.		
Daily rate		

<b>Other Costs</b>		

2. Operating System and Database Software Costs

<i>Application</i>	<i>Vendor Response</i>	<i>Comments</i>
<b>Operating System Software</b>		
Please list type and required quantities. COSTI will provide all required OS licenses.		

<b>Databases</b>		
Please list type and required quantities. COSTI will provide all required OS licenses.		

Application	Vendor Response	Comments

3. Hardware Costs

Application	Vendor Response	Comments
<b>Hardware</b>		
Please list type and required quantities. COSTI will provide all required hardware.		
Servers		
Backup Servers		
Other (please specify)		

## **SCHEDULE “G” – Document Submission Check-List**

The intent of this Schedule is to guide Respondent(s) in compiling their Submission documents in compliance with COSTI RFI. Indicate Completion and Submission by checking the appropriate check box in the column “Completed & Submitted”.

Respondent(s) are advised that documents not listed in the following sections may be required to satisfy the requirements set out as RFI Objectives or RFI General Terms.

Electronic Document Submission	Completed & Submitted
Executive Summary of Submission	
Completed RFI Document ( <a href="#">Section 3.2</a> – RFI Objectives (Mandatory) and <a href="#">Section 5.1</a> – General Terms (Mandatory), including completed Schedules A-1, A-2, D, E, F, G) – Business Systems RFI December 18 <sup>th</sup> , 2014.	
Desirable Electronic Document Submission	
One (1) Executed Originals of Completed <a href="#">Schedule “B”</a> – “Conflict and/or Relationship Declaration” (Mandatory)	
One (1) Executed Originals of Completed <a href="#">Schedule “C”</a> – “Confidentiality Agreement” (Mandatory)	