



915-2010 ADDENDUM 1

REQUEST FOR PROPOSAL FOR THE DEVELOPMENT, INSTALLATION AND MAINTENANCE OF CEMETERY SOFTWARE

URGENT

**PLEASE FORWARD THIS DOCUMENT TO
WHOEVER IS IN POSSESSION OF THE
REQUEST FOR PROPOSAL**

ISSUED: March 17, 2011
BY: Jane Saxby
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**THIS ADDENDUM SHALL BE INCORPORATED
INTO THE REQUEST FOR PROPOSAL AND
SHALL FORM A PART OF THE CONTRACT
DOCUMENTS**

Template Version: Ar20070420

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.

PART B – BIDDING PROCEDURES

Revise: B4.1 to read:

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, **March 25, 2011**.

Revise: B11.1 to read:

B11.1 Bidders should provide, in their proposal submission, a description of the proposed project methodology to meet the City's cemetery management software needs including but not limited to the following:

- (a) A list of sites where the proposed cemetery software has been successfully implemented and in full operation and use for a minimum one year period and as is able to be confirmed by personal contact reference with the operators of the software, user site to be similar in nature, scope, size of business, number of interments per annum and value to the work. References will be sought in sufficient detail to demonstrate the Bidder's qualification to undertake and the cemetery management software's appropriateness and capabilities for, the task.
 - (i) Details of sites where existing cemetery data was migrated into the cemetery management software as part of the implementation effort.
 - (ii) A listing of the Bidders office locations, employee's names with resumes stating qualifications held for all employees, to be involved in the implementation of the software and the maintenance of the software and system architecture.
 - (iii) A listing of the area of work that each employee will be involved in and the amount of time they will be involved for.
 - (iv) A clear description of how contact will be maintained with the users and Contract Administrator during implementation of the software and continued under a maintenance and development program. Minimum requirements for contact are:
 - 1. One (1) hour for response to report of system failure, from time of report; a report placed after 3:30pm Winnipeg time should be held over until 9:00am Winnipeg time the following business day.
 - 2. Twenty-four (24) hours for reports of minor failures that are not affecting the daily use or working of the system, from time of report; a report placed after 3:30pm on a Friday should be held over until 3:30pm on the following business day.

- (v) A description of what area of work and time commitment will be required from City staff to assist in the planning and implementation stages.
- (b) A clear description of the cemetery management software package being proposed including:
- (i) Scope of the package including inputs, outputs, reporting, updating requirements, database maintenance, where the data resides (City computer, Bidder's web site, etc.) and any other information/features the Bidder feels pertinent to meeting the proposal requirements including written confirmation of requirements in E5.1;
 - (ii) A brief history of the development of the software package, including the scope of previous years upgrades and development;
 - (iii) A brief description regarding previous bidirectional interfacing efforts with Peoplesoft Financial or similar;
 - (iv) A description of the licensing fee structure if applicable and the annual software maintenance and upgrade fee and terms;
 - (v) A clear description of the warranty if applicable;
 - (vi) A clear description of how current City cemeteries data is able to be migrated from existing cemetery software to the new application;
 - (vii) Any other information that the Bidder deems pertinent to this RFP.
 - (viii) The City minimum requirements for training are a training instance that mirrors the production software system and live interaction training with a trainer.
 - (ix) A clear description of the training being proposed including:
 - 1. Syllabus;
 - 2. Number of implementation training days for training session;
 - 3. Expected City supplied resources;
 - 4. Briefly outline alternatives available, and lessons learned from past implementations;
 - 5. Provide costs (All disbursements to be included in costs) and confirm what flexibility can be built into these training arrangements; and
 - 6. Any other pertinent information associated with the training being proposed.