

PROVISION OF SOFTWARE TO AUTOMATE THE EXTRA DUTY (SPECIAL DUTY) STAFFING PROCESS

URGENT

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

ISSUED: March 20, 2020
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**THIS ADDENDUM SHALL BE INCORPORATED
INTO THE REQUEST FOR PROPOSAL AND
SHALL FORM A PART OF THE CONTRACT
DOCUMENTS**

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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 10 of Form A: Proposal may render your Proposal non-responsive.

PART B – BIDDING PROCEDURES

Revise: B2.1 to read:

B2.1 The Submission Deadline is 12:00 noon Winnipeg time, April 01, 2020.

QUESTIONS AND ANSWERS

Q1: How many processes need to be automated? Below are the ones mentioned in the document, are there any more processes that need to be included in the scope?

Can we get a detailed step by step description of each of the processes?

Can we get a flowchart for these processes?

- Entry of new jobs
- Assignment,
- Posting of instructions
- Confirmation of officers
- Post event follow-up
- Investigation of irregularities and
- Billing.

A1: When the Special Duty project commences, these items will be created in the "Design & specification/requirements gathering and documentation" task that is outlined in Part E – Specifications of the RFP.

Q2: How are these processes handled currently? What software, ERP, tools are being used?

A2: All processes are currently being handled manually via the Special Duty clerk.

Q3: How many transactions/entries are done for each of the processes and how much time is taken for each transaction manually?

A3: All transactions are manual. There are approximately 30-50 duties assigned per month. Each Special Duty Booking requires approximately 10 manual entries on various systems/databases. Each entry takes less than 5 minutes.

Q4: Will all the processes be run at the same time? or is it sequential – one after the other?

A4: No, the processes would not be run at the same time. The steps within these processes will be defined at a low-level during the "Design & specification/requirements gathering and documentation" task that is outlined in Part E – Specifications of the RFP.

Q5: In B14, it says external customers? What does that mean?

A5: External customer means citizens and organizations located within City of Winnipeg that would like to submit a Special Duty application.

Q6: Do you need attended and unattended BOTs? How many of them do you need?

A6: BOTs are not in scope of work of this RFP.

Q7: Will the BOT have any credit card payment transaction through Chase Paymentech gateway?

A7: See A6.

Q8: What are the third-party tools involved? What are the integrations involved?

A8: Integration may be involved as follows:

- (a) In the handling of credit card payments via the Chase Paymentech payment gateway (E3.1),
- (b) In Data/Application/Technical architecture (B15.1.1)
- (c) API (B15.2.1 (g))

Q9: Do you prefer On-premise software or software on the Cloud?

A9: To remain impartial, we have no preference. The proponent can describe their options as noted within the "Technical Architecture" Part E – Specifications of the RFP.