

# **PART E**

# **SPECIFICATIONS**

## PART E - SPECIFICATIONS

### GENERAL

#### E1. GENERAL

E1.1 These Specifications shall apply to the Work.

#### E2. GOODS

E2.1 The Contractor shall supply ELMS Software in accordance with the requirements hereinafter specified.

#### E3. MANDATORY SPECIFICATIONS

E3.1 Shall be able to run software on current Microsoft platform servers and workstations with Internet Explorer browsers.

E3.2 Shall be able to run with ODBC compliant Databases, including Oracle, MS SQL Server and MS Access.

E3.3 Shall be a minimum of ten (10) concurrent users and current business volumes of 20,000 emails per day with the growth potential of up to twenty (20) concurrent users and current business volumes of 200,000 emails per day.

E3.4 Shall provide software that is USA Can-Spam, Act of 2003, compliant.

#### E4. FUNCTIONALITY OVERVIEW

##### E4.1 Integration

E4.1.1 Bidders shall describe:

- (a) how the application will provide the capability to import and export data from and to the standard Microsoft Office suite of desktop products ( e.g. Excel, Word, PowerPoint, Outlook etc.)
- (b) in a concise manner the overall integration and interfacing capabilities of the application software. Can you confirm that the application software is able to integrate with other software applications (for example E.R.P. systems such as PeopleSoft)

##### E4.2 Reporting and Analysis

E4.2.1 Bidders shall describe the application software's capability to provide online, ad-hoc query, standard, and tailored reporting and analysis, and describe how it would be considered easy to use.

##### E4.3 Security

E4.3.1 Bidders shall describe the application software's capability to provide security for system users. How does the software deal with spoofing?

##### E4.4 System Integrity

E4.4.1 Bidders shall describe:

- (a) the application software's capability to archive, purge and retrieve application data based on line user criteria.

- (b) the application software's capability to create audit trails, which allows for tracking of all types of usage by system user id, date and time information etc.

E4.5 Workflow

E4.6 Bidders shall describe how the application software supports and enables electronic workflow incorporating System User business rules and procedures.

E4.7 Spam Compliance

E4.7.1 Bidders shall describe how the application software passes all Spam regulations and guidelines. e.g. All email sent out will be considered as non-Spam.

## **E5. SOFTWARE SUPPORT AND PROFESSIONAL SERVICES**

E5.1 Installation Support

E5.1.1 The Bidder shall describe the extent of the bidders installation support capabilities (Telephone, Email etc.) What is included with purchase of the software and maintenance?

E5.2 Ongoing Support

E5.2.1 The Bidder shall describe:

- (a) the extent to which the business application software has reliable and available direct or third party hotline support, appropriate response time, an urgent call process, proactive support and advanced systems monitoring, and post-installation consulting. Your description should include but not be limited to: ease of access, knowledge of staff, speed and quality of response and being kept informed (regularly updated lists of bugs and fix dates, content and implication of new product releases etc.)
- (b) the availability of upgrades to the software, what is included, what is extra cost. Include a description of known features of coming upgrades. Is Canada's anti-Spam Bill S-15 likely to be one of them?

E5.2.2 The Bidder shall include a description of system warranties.

E5.3 Support Availability

E5.3.1 The Bidder shall describe the degree of availability (e.g. 24 x 7, 24 x 5 or 6) of the proposed Bid hotline support. Are there extra costs for certain services? How are they priced?

## **E6. TRAINING**

E6.1 Bidders shall describe the training process for users, and any documentation and manuals that come with it.

## **E7. DELIVERY**

E7.1 Goods shall be delivered FOB destination, freight prepaid, within thirty (30) days of award, to:  
510 Main Street  
Winnipeg, MB

E7.2 The Contractor shall confirm the delivery, with the Contract Administrator, at least two (2) Business Days before delivery.

E7.3 Goods shall be delivered between 8:30 a.m. and 12:00 noon, and 1:00 p.m. and 3:30 p.m. on Business Days.