FORM A: PROPOSAL
(See B10)

1.   Contract Title   CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

2.   Bidder

_____
Name of Bidder

_____
Usual Business Name of Bidder as it appears on Invoice (if different from above)

_____
Street

_____
City   Province   Postal Code

(Mailing address if different)

_____
Email Address of Bidder

_____
Facsimile Number

_____
Street or P.O. Box

_____
City   Province   Postal Code

_____
GST Registration Number (if applicable)

(Choose one)

The Bidder is:

	a sole proprietor
	a partnership
	a corporation

carrying on business under the above name.

3.   Contact Person   The Bidder hereby authorizes the following contact person to represent the Bidder for purposes of the Proposal.

_____
Contact Person   Title

_____
Telephone Number   Facsimile Number

4.   Definitions   All capitalized terms used in the Contract shall have the meanings ascribed to them in the General Conditions and D2.3.

5.   Offer

The Bidder hereby offers to perform the Work in accordance with the Contract for the price(s), in Canadian funds, set out on Form B: Prices, appended hereto.

6.   Execution of Contract

The Bidder agrees to execute and return the Contract no later than seven (7) Calendar Days after receipt of the Contract, in the manner specified in C4.

7.   Commencement of the Work

The Bidder agrees that no Work shall commence until he/she is in receipt of a notice of award from the Award Authority authorizing the commencement of the Work.

8.   Contract

The Bidder agrees that the Request for Proposal in its entirety shall be deemed to be incorporated in and to form a part of this offer notwithstanding that not all parts thereof are necessarily attached to or accompany this Proposal.

9.   Addenda

The Bidder certifies that the following addenda have been received and agrees that they shall be deemed to form a part of the Contract:

No. _____ Dated _____

_____ _____

_____ _____

10.   Time

This offer shall be open for acceptance, binding and irrevocable for a period of ninety (90) Calendar Days following the Submission Deadline.

11.   Signatures

The Bidder or the Bidder's authorized official or officials have signed this

_____ day of _____ , 20_____ .

Signature of Bidder or
Bidder's Authorized Official or Officials

_____

_____
(Print here name and official capacity of individual whose signature appears above)

_____

_____
(Print here name and official capacity of individual whose signature appears above)

FORM B: PRICES
(See B11)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

ALTERNATIVE 1 – One (1) Year Maintenance

UNIT PRICES

ITEM NO.	DESCRIPTION	SPEC. REF.	UNIT	APPROX. QUANTITY	UNIT PRICE	AMOUNT
1.	Software Package (test)	B3.1, E2.3	Lump Sum	1		
2.	Software Package (production)	B3.2, E2.2	Lump Sum	1		
3.	User Licenses	B3.2, E2.2	Per User	25		
4.	Peripherals	B3.2, E2.2	Per Unit	9		
5.	Implementation	E10, Form N # 72 - 80 & 84	Lump Sum	1		
6.	Training	E10, Form N #55, 56 & 57	Lump Sum	1		
7.	Interface – Oracle CCB	E8, Form N # 64 & 83	Lump Sum	1		
8.	Interface – PeopleSoft	E8, Form N # 63 & 83	Lump Sum	1		
9.	Maintenance – Yearly	B14.1	Fixed Price	1		

TOTAL BID PRICE with Yearly Maintenance Agreement (GST and MRST extra) (in figures)

$ _____

(in words) _____

_____
Name of Bidder

FORM B: PRICES
(See B11)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

ALTERNATIVE 2 – Five (5) Year Maintenance

UNIT PRICES

ITEM NO.	DESCRIPTION	SPEC. REF.	UNIT	APPROX. QUANTITY	UNIT PRICE	AMOUNT
1.	Software Package (test)	B3.1, E2.3	Lump Sum	1		
2.	Software Package (production)	B3.2, E2.2	Lump Sum	1		
3.	User Licenses	B3.2, E2.2	Per User	25		
4.	Peripherals	B3.2, E2.2	Per Unit	9		
5.	Implementation	E10, Form N # 72 - 80 & 84	Lump Sum	1		
6.	Training	E10, Form N #55, 56 & 57	Lump Sum	1		
7.	Interface – Oracle CCB	E8, Form N # 64 & 83	Lump Sum	1		
8.	Interface – PeopleSoft	E8, Form N # 63 & 83	Lump Sum	1		
9.	Maintenance (5-Year)	B14.1	Fixed Price	1		

TOTAL BID PRICE with a 5-Year Maintenance Agreement (GST and MRST extra) (in figures)

$ _____

(in words) _____

_____
Name of Bidder

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

EXECUTIVE SUMMARY
1.   The Bidder should provide an Executive Summary that presents in brief, concise terms, a service level description of the contents of the proposal.
Bidder Response

MINIMUM REQUIREMENTS
2.   The Bidder must have experience as the primary implementer of the proposed product. The Bidder must provide a cashiering software solution that is in production at a minimum of three (3) customer sites in a North American utility market with a minimum customer base of 200,000 customers and implemented in the last three years. Please provide the names of three locations below.
Bidder Response   Site 1:   Site 2:   Site 3:
3.   The Bidder shall have system architecture experience in an Enterprise Service Bus environment. In addition, the Bidder shall have experience with the Oracle CCB, PeopleSoft Financials and PeopleSoft Integration Broker products.
Bidder Response
4.   The Bidder must provide a solution that utilizes a City-Standard relational database management system. The database must support open database connectivity.

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

Bidder Response

5. The City is requiring that the Contractor coordinates and takes responsibility for all sub-contractor and third party software (If more than one company involved there must be a single entity accountable for the entire project).

Bidder Response

6. The Bidder must provide a solution that utilizes a Browser User Interface (BUI), as a first preference, however a Graphical User Interface (GUI) will be considered.

Bidder Response

7. The Bidder shall provide a profile of its organization, its personnel and all other companies who will be providing products or services through a subcontracting arrangement with the Bidder:
   a) year established;
   b) parent company and the subsidiary offering the product, if any;
   c) office locations;
   d) serving office for this project and project team for this project;
   e) products available;
   f) total number of employees;
   g) description of your strategic plan and industry outlook for your firm;
   h) latest available gross sales and net income.

Bidder Response

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

PRODUCT HISTORY
8.   Current product release number and date of release.
Bidder Response
9.   Expected date of next release and listing of proposed enhancements. What is history record of service pack releases and how do these affect warranty/maintenance contracts?
Bidder Response
10.   Description of your product roadmap discussing the product life cycle and strategic plan regarding the proposed solution/product (ie. product development plan for upgrades/new versions, etc.).
Bidder Response
11.   Description of any planned introduction of a new product.
Bidder Response
12.   Number of employees focused on the product offering.
Bidder Response

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

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13. Number of client installations and their current release.

Bidder Response

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14. Number of signed client contracts of proposed solution in process.

Bidder Response

EXPERIENCE

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15. The Bidder should submit sufficient financial information to permit the City to assess their financial capability to complete the project successfully. The City retains the sole and absolute discretion to decide whether the information provided, all as described herein, are adequate to permit the City to conclude that the Bidder is financially capable of successfully completing the project. A positive determination of the Bidder's financial capability to complete the project successfully is a mandatory requirement for a Bidder's proposal to be considered.

> The Bidder should include annual audited financial reports for the most recent two years plus three substantial current trade credit references in their proposal to permit the City to make this assessment (10-K and Form 10-Q filed with Securities and Exchange (SEC); if not regulated with SEC, quarterly financial reports internally approved and signed off by an officer of the company).

> Bidder may provide the audited financial statements in a sealed envelope with a confidentiality agreement attached.

The Bidder should provide information that demonstrates a proven track record in providing reliable product solutions across a series of successful project implementations.

The Bidder should provide information that reflects experience in work of a similar nature and magnitude to that being proposed. Relevant experience must be associated with projects completed not more than three (3) years prior to the date to the RFP and the Bidder being the prime Contractor. The Bidder should highlight their experience with water and wastewater utilities in North America.

Bidder Response

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

REFERENCES	
16. The Bidder must provide a minimum of three (3) references which are most similar to the proposed solution.	

Bidder Response

Reference 1

Organization name	
Location of installation	
Contact name	
Contact title	
Contact telephone number	
Contact email address	
Customer base	
Services provided	
Implementation date	
Project time frame	
Product name and version number	
Primary implementation vendor	
Brief description of the engagement	

Reference 2

Organization name	
Location of installation	
Contact name	
Contact title	
Contact telephone number	
Contact email address	

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

Customer base	
Services provided	
Implementation date	
Project time frame	
Product name and version number	
Primary implementation vendor	
Brief description of the engagement	

Reference 3

Organization name	
Location of installation	
Contact name	
Contact title	
Contact telephone number	
Contact email address	
Customer base	
Services provided	
Implementation date	
Project time frame	
Product name and version number	
Primary implementation vendor	
Brief description of the engagement	

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

KEY PERSONNEL ASSIGNED TO THE PROJECT

17. The Bidder should provide resumes and at least two (2) references for all personnel with each resume identifying the cashiering component the individual has had experience with. The Project team's experience, especially the Project Manager, must be reflected and be verifiable with the locations provided in Form N # 2 and references listed in # 16.

    The Bidder shall provide project management services related to the implementation approach.

    This shall include but not be limited to the development and maintenance of the deliverables, testing and training services, as well as serving as a single point of contact for the City's Project Manager. The Bidder should keep this approach in mind as they develop their cost and project plan. In this section the Bidder is expected to document their Project Management approach to the delivery of this project.

    The Bidder must keep all proposed project team members on the project unless written consent to remove the individual has been received by The City of Winnipeg.

    The Bidder shall specify all personnel required for each of the implementation stages.

    The Bidder should provide a job description corresponding to each project role represented in the Project Team Diagram.

    The City requests that the Bidder's team structure includes at a minimum the following key personnel: Bidder Project Manager, Training Specialists and an Implementation Specialist. There should be no overlap among these roles (i.e. individuals in these roles should hold no other project positions). Resumes should be provided for all proposed Bidder project team members. Any change of a key personnel after Contract approval must be reviewed and approved, in writing, by the City.

    The Bidder shall also include an anticipated representation of the resource requirements that will be expected of the City during this project. The City will provide the Contractor with workspace and internet access. This section should include a recommended project team from the City, detailed roles and responsibilities for each member and estimated time commitments by role and project phase.

Bidder Response

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

WORKSTATION PERIPHERALS

18. The Bidder is required to provide a listing of workstation peripherals available including their functionality, benefits and limitations of each including:
    a) Cash Drawers (designed for Canadian currency);
    b) Receipt Printer with Cheque Endorsement;
    c) OCR Scanner or other scanning technology;
    d) Remittance Processor;
    e) Document Imagers;
    f) Multipurpose system including a combination of some or all of the above;
    g) All in one system including PC workstations.

Bidder Response

CONFORMATION TO CANADIAN PAYMENT STANDARDS

19. The system shall meet all Canadian standards for payment processing including but not limited to the following:
    a) CPA – Canadian Payment Association;
    b) PCI DSS – PCI Data Security Standard;
    c) PA-DSS – Payment Application and Data Security Standard.

    All required certifications and standards must be current and the Bidder shall submit the necessary paperwork in support of 19 a), b) and c).

    As part of the PA-DSS standards, the Bidder is expected to follow the PA-DSS implementation as per the PA-DSS requirements guide.

Bidder Response

INFORMATION REQUIREMENTS

20. The Bidder will identify the product being provided with a general description of the functions and features of the proposed solution. It is important for the Bidder to include the sufficient detail to provide an understanding of the product being proposed.

Bidder Response

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

21. The Bidder is asked to include a high level data model including field sizes and entity relationship diagram representing the major data entities and relationships supported by the product as well as the system recovery entities.

Bidder Response

22. The Bidder must ensure that at a minimum, the following topics are discussed:
   a) Basic payment functionality;
   b) System functionality and capability to interface with the City's billing applications such as Oracle CCB;
   c) System functionality and capability to interface with Oracle PeopleSoft Financials via a standard distribution interface;
   d) Options available to provide real-time access to customers and payable detailed information from the source billing system;
   e) Limitations of number of transactions that can be entered and reported on by time period;
   f) End of day processing and close out options (full or partial blind balancing);
   g) Credit card payment functionality and PCI compliancy;
   h) Software standards.

Bidder Response

DATA BASE STANDARDS

23. The Bidder must ensure that at a minimum, the following topics are addressed:
   a) Database and Windows Server Standards;
   b) Desktop hardware and operating system standards;
   c) Integration methodologies;
   d) Security functionality;
   e) Auditing functionality; and
   f) Limitations on report customizations and modifications by the Bidder.

   The information can be provided in standard paragraph formats, diagram or table formats.

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

Bidder Response
BUSINESS REQUIREMENTS The Bidder is required to describe in detail how the proposed solution will meet the following mandatory requirements including if the solution is in current base, requires configuration or cannot be provided.
24. Capability to accept a manual or scanned (OCR) payment (one or more than one) from customers for one or more payment types and using one or more tender types (cash, debit, cheque, credit).
Bidder Response
25. System must be capable of defining all acceptable tender types based on each payment type.
Bidder Response
26. Process more than one payment type within the same transaction for both manual or scanned transactions.
Bidder Response
27. Provide a cashier the ability to process payments from their assigned workstation during regular business/operational hours.

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

Bidder Response
28. Permit a cashier/remittance clerk to work from any cashiering station or remittance desk as assigned throughout the day regardless of location with no impact on closing processes.
Bidder Response
29. Ability to round the amount owed to the customer based on tender type.
Bidder Response
30. Calculate and display the change owed based on the amount tendered.
Bidder Response
31. Display for change owed based on tender types such as cash or government issued cheques.
Bidder Response

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

32. Include integrated cash drawers sized to accommodate Canadian currency.
Bidder Response
33. Provide an automatic locking mechanism with ability to enable cash drawers to release at appropriate times.
Bidder Response
34. Accept the scanning of an OCR line and will display the customer account number and amount owed.
Bidder Response
35. Allow for the manual override of the amount owed if necessary. Overrides are required when a customer has additional charges that they wish to pay and are not reflected on their most current bill.
Bidder Response
36. Capable of imaging the complete bill stub and cheque for record keeping.
Bidder Response

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

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37. Allow for the suspension and resumption of a transaction if necessary.

Bidder Response

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38. Allow refunds based on payment types. Based on roles, the system shall allow for configuring limits for refund amounts for each payment type with authorization required to go beyond the set limit if necessary.

Bidder Response

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39. Alert the cashier to cull cash at a configurable limit. The alert shall notify the cashier only after a completed transaction (not during). The alert will prompt for input as to either how much cash is culled or how much cash remains in cash drawer.

Bidder Response

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40. Record and maintain the following details for every transaction as stated in Appendix B.

Bidder Response

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41. Allow for staff (depending on role) to connect to the current cashier transaction events and void a transaction if necessary. The ability to void a transaction will be accessible from a location other than the cashiering counter. The voiding of a transaction must be recorded in an accessible audit log.

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

Bidder Response
42. Record and maintain all voided transactions for a period of seven years in an accessible audit log.
Bidder Response
43. Capable of accepting payments when customer account or a general ledger number can't be determined or where a payment type hasn't been defined in the cashiering system.
Bidder Response
44. Accept an overage or shortage on closing and post the results to general ledger.
Bidder Response
45. Support partial or full blind balancing.
Bidder Response

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

46. Capable of generating a bank deposit form and recording the denomination breakdown at closing.
Bidder Response
47. Record the daily floats for each cashier.
Bidder Response
48. Provide the ability to endorse cheques or money orders with a format to be specified by the City of Winnipeg and will follow the standards of the Canadian Payment Association.
Bidder Response
49. Capable of producing or disabling itemized bilingual (English and French) receipts reflecting all transactions processed in a payment event.
Bidder Response
50. Ability to print duplicate receipts on demand.
Bidder Response

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

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51. Ability to print directly to a customer supplied bill, invoice, etc.

Bidder Response

---

52. Ability to apply one or more applicable taxes based on payment type.

Bidder Response

---

53. Capable of generating a series of prebuilt reports and user driven ad-hoc reports.

Bidder Response

---

54. Track through an audit log every action performed on the system in addition to all payment transaction information.

Bidder Response

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55. Overview of the proposed training plan/strategy including classroom, web-based or blended training for the core project team, end users and technology personnel.

Bidder Response

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

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56. Provide training material in an editable format that includes all operational activities.

Bidder Response

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57. Provide detailed description of system documentation, including but not limited to detailed system user manuals, "Quick Reference Guides, Online Support, Help-Desk Support, user community resources and others as available.

Bidder Response

TECHNICAL REQUIREMENTS
The Bidder should describe in detail how the proposed solution will meet the following mandatory requirements including if the solution is in current base, requires configuration or cannot be provided.

---

58. Provide global settings allowing central configurations. At a minimum, the following items will be configurable:
    a) Security;
    b) Rate changes (including scheduled rate changes);
    c) Taxes;
    d) Multiple payment types;
    e) Multiple tender types;
    f) Multiple acct distributions;
    g) General system settings;
    h) Date formats (MM-DD-YYYY);
    i) U.S. exchange rates;
    j) Choice lists for fields like Payment Type and Tender Type.

Bidder Response

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

59. The system's user interface shall include a text field of 2000 characters intended for general comments.
Bidder Response
60. Ability to interface with the City's debit/credit payment processing provider, Chase PaymenTech.
Bidder Response
61. Ability to function without interruption if LAN/WAN connectivity is disrupted.
Bidder Response
62. Capable of using a check digit to validate accounts when manually entering water account numbers.
Bidder Response
63. Integration with the City's PeopleSoft financials for automated general ledger distribution.
Bidder Response

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

64. Integration with the City's Water and Waste Oracle CCB system.
Bidder Response
65. Capable of integration with the City's Assessment and Taxation MANTA billing system.
Bidder Response
66. Capable of real-time integration with the City of Winnipeg's billing/accounts receivable systems.
Bidder Response
67. Capable of integrating with a video security system including text insertion or text overlay.
Bidder Response
68. Configurable security level to manage the following roles at a minimum (and not limited to: Cashiers, Mail processors (Remittance Clerks), Senior Clerks, Supervisor and Administrator) and the necessary documentation.

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

Bidder Response

PERFORMANCE CRITERIA The City is expecting an average response time of one second for every interaction. Provide your response to how your product meets the Performance Criteria listed below:

69. The Bidder will guarantee the system response time and batch processing time as agreed to by the City and the Bidder.

Bidder Response

70. Average Response time per transaction.

Bidder Response

71. Effect on the response time with a number of users processing at any given time.

Bidder Response

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

IMPLEMENTATION PLAN AND SERVICES
The Bidder should present an implementation plan that shall address three major components of the proposed solution: Project approach and solution, Project timeline, and project team organization:

PROJECT APPROACH AND SOLUTION

72. The Bidder shall describe in their proposal the proposed approach to accomplish the requirements and objectives of the work contained herein.

Bidder Response

73. The Bidder should provide a description of its proposed implementation methodology and the minimum system (hardware and software) requirements needed for optimal performance.

Bidder Response

74. The Bidder should also provide a brief high level description of the capabilities of their solution. The purpose of this summary information is so that the City has an understanding of the Bidder's proposed solution. This narrative should be written for the end user community.

Bidder Response

75. The Bidder shall also describe in detail any assumptions made during the preparation of their proposal response (technical and/or cost). These include any assumptions related to the current City of Winnipeg's technical environment, staffing, project management approach and resources available during the implementation and support phases.

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

Bidder Response

PROJECT TIMELINE

76. The business requirements are such that the system is fully operational by end of the calendar year 2013.

   The Bidder should include an implementation schedule providing at a high level a project timeline, tasks and responsibilities of the team members.

PROJECT TEAM ORGANIZATION

77. The Bidder shall specify all personnel required for each of the implementation stages. The Bidder should provide a job description corresponding to each project role represented in the Project Team Diagram.

   The City requests that the Bidder's team structure includes at a minimum the following key personnel: Bidder Project Manager, Training Specialists and an Implementation Specialist. There should be no overlap among these roles (i.e. individuals in these roles should hold no other project positions). Resumes should be provided for all proposed Bidder project team members. Any change of a key personnel after Contract approval must be reviewed and approved, in writing, by the City.

   The Bidder shall also include an anticipated representation of the resource requirements that will be expected of the City during this project. The City will provide the Contractor with workspace and internet access. This section should include a recommended project team from the City, detailed roles and responsibilities for each member and estimated time commitments by role and project phase.

Bidder Response

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

78. The Bidder should complete the following table below; Expected City Resources by Project Role and Phase:

Bidder Response

Project Role	City Resource Hours				
	Requirements & Analysis	Planning and Configuration	Testing & Piloting	Implementation & Training	Total
Project Manager					
Add lines as necessary					
Total Hours by Project Role					

79. The Bidder shall also include a list of projected resources and their involvement at various phases of the project. The Bidder shall complete the following table below; Expected Bidder Resources by Project Role and Phase:

Bidder Response

Project Role	Bidder Resource Hours				
	Requirements & Analysis	Planning and Configuration	Testing & Piloting	Implementation & Training	Total
Project Manager					
Add lines as necessary					
Total Hours by Project Role					

80. While the Bidder may submit a proposal which utilizes the products and/or services from several vendors, the City is requiring that the Bidder act as a single point of responsibility regarding the successful completion of the implementation effort.

The City also requests that the Bidder provides a "Deliverables Dictionary" as part of its response. The City anticipates the Deliverables Dictionary will be a listing of key Project deliverables that includes a brief explanation of the deliverable, any pertinent information and connection to other deliverables, and a cross-reference to the deliverables in the vendor's project plan.

The City also requests that the Bidder provides a separate terminology dictionary that will list the various cashiering solution terms, acronyms, and other such terms that will be used as part of its communication throughout the implementation.

Bidder Response

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

SOFTWARE CUSTOMIZATION

81. The Contractor shall be responsible for providing the base software and preparing it for operation and access by the project team.

   The City recognizes that it may have some critical work processes that require some amount of software customization. Further work will be required by the Bidder to identify the areas that require customization.

   In this section, the Bidder shall outline any components of their solution that would require customization to meet the requirements of this RFP. The Bidder shall also recommend the process that the City and the Contractor will engage in accepting the software modifications.

Bidder Response

PRODUCT REPORTING

82. The successful Bidder shall provide the City of Winnipeg with a series of standardized reports as part of the base product.

   The Bidder shall include a list of reporting products/tools and a list of the reports available with the system.

   The Bidder shall also include additional time based upon their experience required to modify and enhance the standard product report offerings.

   The Bidder shall also include additional time based upon their experience required to create new reports.

   The Bidder shall also include standardized reports as samples.

Bidder Response

PRODUCT INTERFACES

83. Working with the City's Project Manager, the Bidder shall develop design specifications addressing the required standard interfaces to Oracle PeopleSoft Financials, CCB, other billing systems and future standard billing components. The Bidder shall also be responsible for interface construction comprehensive testing of the interfaces. In this section, the Bidder will describe their experience in the design, development, testing and implementation of the interfaces described in this section.

FORM N: PROPOSAL SUPPLEMENTAL INFORMATION
(See B13)

CASHIERING SOFTWARE SOLUTION PROCUREMENT AND IMPLEMENTATION

Bidder Response

IMPLEMENTATION AND USER ACCEPTANCE TEST PLAN

84. The proposal shall describe their test strategy that includes but not limited to unit testing, interface, integration, regression and user acceptance testing. It is the City's expectation that the test plans govern all phases of the project and that the Contractor will also provide assistance during testing. During testing the Contractor will have resources available to assist with and document test results, reporting and their correction, and scheduling of testing activities.

Bidder Response