

December 12, 2023**Addendum No. 06****File Reference Number: NRFP 2023 047****Title: Enterprise Resource Planning Solution****RE: Clarifications/Questions**

Please refer to the following information / clarifications:

FINANCE**Question 1: Finance – Accounts Payable (012)** – Please share the current multi-organizational structure in terms of Legal Entities, Ledgers, Business Units and Inventory Locations?**Answer:** There is one legal entity where ledgers are maintained, 5 divisions, over 30 cost centers and we have nine inventory warehouses.**Question 2: Finance – Accounts Payable (072)** - Could you please describe the contact management capabilities you require?**Answer:** We are looking for vendors to provide options; however, we would like to be able to possibly have a vendor portal where communications can take place and be tracked.**Question 3: Finance – Accounts Payable (096, 097, 098, 099, 100, 101, 102, 103, 104, 105, 106)**- Are these requirements related to Employee Expenses or Procurement P-Card?**Answer:** These requirements would be both, as currently many of our employee expenses are paid through P-Card.**Question 4: Finance – Accounts Receivable (02)** - Please provide an example of On Account from a vendor perspective.**Answer:** This would include a customer that we purchase goods from; however, we also do refurbishment work for them, therefore they are a vendor and a customer. We would like our systems to integrate to be able to apply on accounts against a payable.

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Question 5: Finance – Accounts Receivable (048) - Please provide an example for the types of milestone payments. Are they volume based, or project based?

Answer: ONTC will consider both examples – volume based, and project based.

Question 6: Finance – Accounts Receivable (051) - Can you please provide an example with multiple sub-flows that have conditional flow?

Answer: Sub-flows address a specific aspect or stage of the overall invoicing process for better control, efficiency, and organization. Example: Approval Sub-flows for invoices might require approval from specific individuals or departments before they can be issued.

Question 7: Finance – Accounts Receivable (061) – What POS are you currently using? Are you looking to replace your current POS within this RFP?

Answer: ONTC has multiple POS systems depending on the area of service/products. At this time, we are not expecting any of our POS systems to be replaced by the ERP, we can however accept some integration, but it is not mandatory.

Question 8: Finance - Financial Reporting and Analysis – Are there any key financial reporting metrics and/or KPIs that your Finance team is currently unable to view and would like to be a key requirement of the Financial Data Model (FDM) moving forward?

Answer: There are many KPI's that the finance team at ONTC would like to see, however currently it is manual. This would include profitability, liquidity, and efficiency KPI's. Currently, the KPI's are statistics are done in excel by exporting data.

Question 9: Finance - Financial Reporting and Analysis - Can you briefly describe your current External Reporting process? Do you use any application to perform External Reporting?

Answer: ONTC uses Excel for all external reporting. Spreadsheet Server is used to pull data from Infinium.

Question 10: Finance - Financial Reporting and Analysis - What kind of internal reports are prepared by the business units?

Answer: ONTC prepares variance analysis, overtime, sick & WI cost tracking, costing analysis

Question 11: Finance - Financial Reporting and Analysis (151 and 134) – Do you have any SOX/SOD requirements that you would like to meet from the new ERP? How do you track your compliance items such as CDP, GDPR, and PCI or from internal/statutory audits etc. Do you have a user access provisioning application that automatically checks for SOD and approvals and provisions access across data, location and functions?

Answer: ONTC would like the new ERP to be capable of tracking IM compliance with PCI, the *Ontario Freedom of Information and Protection of Privacy Act* (FIPPA), the *Ontario Achieves and Recordkeeping Act* (ARA). ONTC is not subject to the GDPR or PIPEDA. We do not currently have an automated check for SOD although approvals in line with our Delegation of Financial Authority policy have been built into various systems (PO, AP, etc.). Tracking of HST, QST, RST and fuel tax through the system to aid in compliance with reporting requirements would be an asset.

Question 12: Finance - Financial Reporting and Analysis (144) – Please provide an example of the need for a multi-period close and what is involved in a trial close.

Answer: A trial close would entail seeing draft journal entries to be reviewed to ensure all entries are captured correctly, in advance of final close.

Question 13: Finance - Financial Reporting and Analysis (148) - How long does it take to close an accounting period for Financial Reporting?

Answer: ONTC currently takes around 9 days, but we aim to get this to 1 day.

Question 14: Finance - Financial Reporting and Analysis - Are there currently different Chart-of-Accounts (CoAs)/hierarchies being used throughout the company/different streams? Also, are you planning your budget cycle at a different level than booking the actuals?

Answer: Budgeting is done at the GL level on 90% of accounts, when large initiatives are taken on, sometimes it is budgeted at the rolled-up level.

Question 15: Finance – Fixed Assets (03) - Please confirm if this is automatic asset numbers or barcode tagging.

Answer: Within the FA module, this would include automatic asset numbers.

Question 16: Finance – Fixed Assets (08) - Is the asset sold to another area of the organization? Please provide an example.

Answer: An example of this would be when a fleet vehicle is moved from corporate services to rail services, the requirement is for this to allow a process to be able to transfer the asset.

PAYROLL

Question 17: Payroll - Please provide examples of pay data entry that the employee and manager are/would be responsible for.

Answer: Timesheets: employees enter timesheets, managers have the ability to enter timesheets on the employee's behalf. We also have some clerks that enter salary changes into the system for a group of employees and the manager also needs to have that ability for the same group.

Question 18: Payroll - Please provide examples of the optional deductions that employees would sign up for or modify within the system.

Answer - Public sector Pension Plan, Possible RRSP contributions, Charitable organizations donations

PROCUREMENT

Question 19: Procurement - Do all the employees need access to raise a purchase requisition or would only the manager create a purchase requisition based on the department/team's requirement? If only managers need access, please provide details on the number of managers who would need access.

Answer: Purchase requisitions are typically only issued by supervisors or managers. At this time, we have over 300 employees authorized to create purchase requisitions and around 100 employees authorized to approve.

Question 20: Procurement (019) - Our understanding for this requirement is that the system should support classification of items based on different commodities. Is that correct?

Answer: Yes. ONTC is seeking an ERP system that can categorize commodities by type, class, group, or description fields that are alike.

HUMAN RESOURCES

Question 21: Human Resources - Please provide the cycle times (Key Milestone dates) for:

- (a) Performance Cycle
- (b) Compensation Cycle
- (c) Benefits Open Enrollment
- (d) Payroll Calendar

Answer: The majority of employees are paid with a 2-week lag. For example the December 20, 2023, pay date is paying for the work period of November 26 to December 9, 2023. However, that same December 20th pay date, has approximately 8 employees paid for the work period December 10 to December 23. Paydays are bi-weekly on Wednesdays, unless the pay date falls on a statutory holiday, in which case Payday is moved up.

- (a) Performance Cycle – Runs on fiscal year; Performance Appraisals occur in February and March; Objective setting occurs in April. Semi Annual check ins occur in October.
- (b) Compensation: Non-union increases in April; Union as per Collective agreements.

- (c) Benefits Open Enrollment: We do not have open enrollment.
- (d) Payroll Calendar

Ontario Northland Transportation Commission											
2023 Payroll Dates - Official Payroll											
PP #	HYF	Fiscal Period	Fiscal Year	Pay Type	Accrual %	Pay Period			Seg 1 Ending	Seg 2 Ending	Deposit Date
1	44332	10	2023	1		25-Dec-22	-	7-Jan-23	31-Dec-22	7-Jan-23	4-Jan-23
2	44346	10	2023	2	71.43%	8-Jan-23	-	21-Jan-23	14-Jan-23	21-Jan-23	18-Jan-23
3	44360	11	2023	1		22-Jan-23	-	4-Feb-23	28-Jan-23	4-Feb-23	1-Feb-23
4	44374	11	2023	2	71.40%	5-Feb-23	-	18-Feb-23	11-Feb-23	18-Feb-23	15-Feb-23
5	44388	12	2023	1		19-Feb-23	-	4-Mar-23	25-Feb-23	4-Mar-23	1-Mar-23
6	45002	12	2023	2	92.86%	5-Mar-23	-	18-Mar-23	11-Mar-23	18-Mar-23	15-Mar-23
7	45016	1	2023	3		19-Mar-23	-	1-Apr-23	25-Mar-23	1-Apr-23	29-Mar-23
8	45030	1	2024	1		2-Apr-23	-	15-Apr-23	8-Apr-23	15-Apr-23	12-Apr-23
9	45044	1	2024	2	7.14%	18-Apr-23	-	29-Apr-23	22-Apr-23	29-Apr-23	26-Apr-23
10	45058	2	2024	1		30-Apr-23	-	13-May-23	6-May-23	13-May-23	10-May-23
11	45072	2	2024	2	28.57%	14-May-23	-	27-May-23	20-May-23	27-May-23	24-May-23
12	45086	3	2024	1		28-May-23	-	10-Jun-23	3-Jun-23	10-Jun-23	7-Jun-23
13	45100	3	2024	2	42.86%	11-Jun-23	-	24-Jun-23	17-Jun-23	24-Jun-23	21-Jun-23
14	45114	4	2024	1		25-Jun-23	-	8-Jul-23	1-Jul-23	8-Jul-23	5-Jul-23
15	45128	4	2024	2	64.29%	9-Jul-23	-	22-Jul-23	15-Jul-23	22-Jul-23	19-Jul-23
16	45142	5	2024	1		23-Jul-23	-	5-Aug-23	29-Jul-23	5-Aug-23	2-Aug-23
17	45156	5	2024	2	85.71%	6-Aug-23	-	19-Aug-23	12-Aug-23	19-Aug-23	16-Aug-23
18	45170	6	2024	3		20-Aug-23	-	2-Sep-23	28-Aug-23	2-Sep-23	30-Aug-23
19	45184	6	2024	1		3-Sep-23	-	16-Sep-23	9-Sep-23	16-Sep-23	13-Sep-23
20	45198	6	2024	2		17-Sep-23	-	30-Sep-23	23-Sep-23	30-Sep-23	27-Sep-23
21	45212	7	2024	1		1-Oct-23	-	14-Oct-23	7-Oct-23	14-Oct-23	11-Oct-23
22	45226	7	2024	2	21.43%	15-Oct-23	-	28-Oct-23	21-Oct-23	28-Oct-23	25-Oct-23
23	45240	8	2024	1		29-Oct-23	-	11-Nov-23	4-Nov-23	11-Nov-23	8-Nov-23
24	45254	8	2024	2	35.71%	12-Nov-23	-	25-Nov-23	18-Nov-23	25-Nov-23	22-Nov-23
25	45268	9	2024	1		26-Nov-23	-	9-Dec-23	2-Dec-23	9-Dec-23	6-Dec-23
26	45282	9	2024	2	57.14%	10-Dec-23	-	23-Dec-23	16-Dec-23	23-Dec-23	20-Dec-23

Ontario Northland Transportation Commission												
2023 Payroll Dates - Regular												
PP #	HYF	Fiscal Period	Fiscal Year	Pay Type	Accrual %	Pay Period			Seg 1 Ending	Seg 2 Ending	Deposit Date	Deadline for Data Submission
1	44318	9	2023	1	*****	11-Dec-22	-	24-Dec-22	17-Dec-22	24-Dec-22	4-Jan-23	27-Dec-22
2	44332	10	2023	2		25-Dec-22	-	7-Jan-23	31-Dec-22	7-Jan-23	18-Jan-23	10-Jan-23
3	44346	10	2023	1	71.43%	8-Jan-23	-	21-Jan-23	14-Jan-23	21-Jan-23	1-Feb-23	24-Jan-23
4	44360	11	2023	2		22-Jan-23	-	4-Feb-23	28-Jan-23	4-Feb-23	15-Feb-23	7-Feb-23
5	44374	11	2023	1	71.43%	5-Feb-23	-	18-Feb-23	11-Feb-23	18-Feb-23	1-Mar-23	21-Feb-23
6	44388	12	2023	2		19-Feb-23	-	4-Mar-23	25-Feb-23	4-Mar-23	15-Mar-23	7-Mar-23
7	45002	12	2023	3	*****	5-Mar-23	-	18-Mar-23	11-Mar-23	18-Mar-23	29-Mar-23	21-Mar-23
8	45016	1	2024	1		19-Mar-23	-	1-Apr-23	25-Mar-23	1-Apr-23	12-Apr-23	4-Apr-23
9	45030	1	2024	2		2-Apr-23	-	15-Apr-23	8-Apr-23	15-Apr-23	26-Apr-23	18-Apr-23
10	45044	1	2024	1	7.14%	18-Apr-23	-	29-Apr-23	22-Apr-23	29-Apr-23	10-May-23	2-May-23
11	45058	2	2024	2		30-Apr-23	-	13-May-23	6-May-23	13-May-23	24-May-23	16-May-23
12	45072	2	2024	1	*****	14-May-23	-	27-May-23	20-May-23	27-May-23	7-Jun-23	30-May-23
13	45086	3	2024	2		28-May-23	-	10-Jun-23	3-Jun-23	10-Jun-23	21-Jun-23	13-Jun-23
14	45100	3	2024	1	*****	11-Jun-23	-	24-Jun-23	17-Jun-23	24-Jun-23	5-Jul-23	27-Jun-23
15	45114	4	2024	2		25-Jun-23	-	8-Jul-23	1-Jul-23	8-Jul-23	19-Jul-23	11-Jul-23
16	45128	4	2024	1	*****	9-Jul-23	-	22-Jul-23	15-Jul-23	22-Jul-23	2-Aug-23	25-Jul-23
17	45142	5	2024	2		23-Jul-23	-	5-Aug-23	29-Jul-23	5-Aug-23	16-Aug-23	8-Aug-23
18	45156	5	2024	3	85.71%	6-Aug-23	-	19-Aug-23	12-Aug-23	19-Aug-23	30-Aug-23	22-Aug-23
19	45170	6	2024	1		20-Aug-23	-	2-Sep-23	28-Aug-23	2-Sep-23	13-Sep-23	5-Sep-23
20	45184	6	2024	2		3-Sep-23	-	16-Sep-23	9-Sep-23	16-Sep-23	27-Sep-23	19-Sep-23
21	45198	6	2024	1		17-Sep-23	-	30-Sep-23	23-Sep-23	30-Sep-23	11-Oct-23	9-Oct-23
22	45212	7	2024	2		1-Oct-23	-	14-Oct-23	7-Oct-23	14-Oct-23	25-Oct-23	17-Oct-23
23	45226	7	2024	1	21.43%	15-Oct-23	-	28-Oct-23	21-Oct-23	28-Oct-23	8-Nov-23	31-Oct-23
24	45240	8	2024	2		29-Oct-23	-	11-Nov-23	4-Nov-23	11-Nov-23	22-Nov-23	14-Nov-23
25	45254	8	2024	1	35.71%	12-Nov-23	-	25-Nov-23	18-Nov-23	25-Nov-23	6-Dec-23	28-Nov-23
26	45268	9	2024	2		26-Nov-23	-	9-Dec-23	2-Dec-23	9-Dec-23	20-Dec-23	12-Dec-23

Question 22: Human Resources - Can you provide more clarification on the requirement for "time-sensitive/chron-job tasks depending on the collective agreement"? Can you provide a scenario example of what is targeted or expected here?

Answer: We are looking to be able to pre-program salary increases, job changes bonus payments so that changes only occur effective a certain date regardless of when they are entered in the system and regardless when they take effect. E.g., Program a salary change for next year in the middle of pay period and the system will knowingly make the change on that date and calculate the pay according to that change.

Question 23: Human Resources – Disability Management - Regarding HR-DM-31, this requirement does not seem to have a description. Can you please re-share?

Answer – "Supports Supervisor to review the investigation results with their own supervisor, and labor relations."

Question 24: Human Resources - Performance Management - What is the frequency for staff performance review - is it annual or semi-annual, and are there different performance cycles for distinct groups of employees?

Answer: Currently, we conduct formal performance reviews on an annual basis, as well as objective setting on an annual basis which follows our fiscal year. We also facilitate informal semi-annual check-ins with objectives. We currently group all employees into one cycle, though that has shown to have some issues. We can't necessarily distinguish between different job factors and competencies based on roles when everyone is in the same process/cycle.

Question 25: Human Resources - Please confirm the amount of history you expect to migrate from the current legacy system in the area of HCM. We will also want to know if you expect conversion not only in Core HR but also modules like Recruitment, Learn, Talent, Payroll etc. and what data sets? Typically, we recommend migration of 3 years of history for all active employees and last 1-year's termination data for all our clients.

Answer: Data conversion/migration expectations will be discussed during the discovery phase. Typically, for a new deployment, ONTC does not migrate historical data as data from the old system is exported into a flat database and the new system is used going forward.

Question 26: Human Resources - Learning and Development - Does ONTC require ERP related training content to be SCORM compliant?

Answer: Yes

Question 27: Human Resources - Compensation - In the current state, where are the annual merit/salary increase and bonus payments managed? Are they currently manual activities or are they being managed in an application like Cornerstone?

Answer: Currently, merit /salary increases and bonuses are all manual activities

CUSTOMER RELATIONSHIP MANAGEMENT

Question 28: Customer Relationship Management (03) - Is the capability required to access application remotely when internet is not available? Cloud applications have nearly 24x7 availability over the internet.

Answer: It would be acceptable to allow online access only.

Question 29: Customer Relationship Management (011) - What historical transactions for a customer should be available in CRM system?

Answer: Typically, sales transactions, service requests, communications history, payment and billing history, contract and agreement details should be available in CRM system.

Question 30: Customer Relationship Management (030) - Can you please elaborate the requirements for Loyalty Management. Currently the requirement is marked as core but has limited requirements listed. Can ONTC please share if there is an existing loyalty program, and if so, how it works. If a loyalty program is envisioned but not in place today, please describe the ERP solution capabilities that are required to support the implementation of such a program. Lastly, please comment on the priority level for this requirement as it is not mentioned in the RFP Core Requirements sections of the RFP document.

Answer: ONTC doesn't currently have an in-house Loyalty program but wishes to either develop on or have one integrate. The details of how that program look have not been developed. The priority level for this requirement is Core.

Question 31: Customer Relationship Management (044) - What is meant by a customized referral source list?

Answer: A referral source list enables you to categorize and analyze where your leads or customers are coming from, helping you understand which marketing channels or strategies are most effective.

Question 32: Customer Relationship Management (050) - For mailing lists, is there a vision to replace Mail Chimp currently at ONTC or is the new solution expected to integrate with Mail Chimp? Recognizing that marketing automation is a distinct category of enterprise software, we would appreciate a more fulsome explanation of the capabilities you are expecting to support natively in the selected ERP/CRM solution.

Answer: There is a desire from the Marketing team to find a better software or system to expand our use of email lists. We are effectively using Mail Chimp at this time with respect to passengers – we do not use it for repair or freight customers. There is an opportunity to build lists and distribute messages to other groups.

Question 33: Customer Relationship Management (057) - Can you elaborate the marketing requirement with respect to tracking? The requirements for now look for internal campaign orchestration since the requirements too are mentioned as desired and not core. Is it limited to planning the marketing activity internally or do you envision tracking the marketing responses to the campaign from the end consumers of the campaign as well?

Answer: Tracking where a potential customer interacted with ONTC – at an event, saw an advertisement in a magazine, LinkedIn, email to info@ontarionorthland.ca, meeting with sales rep.

Question 34: Customer Relationship Management - Based on the NFRP, you do not have a service request management (Complaints, service request, feedback) for B2B customers. Are you looking to implement customer portal for B2B customers to handle service request management?

Answer: This is not a core, but it would be nice to have that.

Question 35: Customer Relationship Management - Based on the NRFP document, you have highlighted challenges related to Complete Customer experience solution - Sales, Service and Marketing. However, the detailed requirement document only has needs towards Customer management and Sales Management. Are you looking only for Customer and Sales management or a complete CRM solution which includes Sales, Service and Marketing? Please clarify.

Answer: ONTC is open to a more expanded opportunity, but it is not a core item needed.

ENTERPRISE ASSET MANAGEMENT

Question 36: Enterprise Asset Management - Our understanding is there an Enterprise Asset Mgmt. program underway at ONTC where a new Infor/Hexagon solution is being deployed. Our understanding is that Hexagon will continue to be the target EAM for ONTC, and the future ERP will need to properly integrate to it – is that a correct perspective?

Answer - If ONTC feels that the ERP solution that was recommended had an EAM module with better capabilities, it would look at whether or not to change platforms, however if an EAM solution is not recommended or does not have better functionality then our current system, yes it would look at properly integrating.

Question 37: Enterprise Asset Management - What is the planned scope of the new Infor/Hexagon solution for EAM, in terms of functional and technical areas? We want to make sure we aren't overlapping the target ERP capabilities with it, as we think about ERP implementation scope/effort.

Answer: Currently, we are implementing work management and inventory management.

Question 38: Enterprise Asset Management (09) – Please confirm if this is automatic asset numbers or barcode tagging.

Answer: Yes, this would include barcode tagging.

NON-FUNCTIONAL REQUIREMENTS

Question 39: Non-Functional Requirements - Please confirm an estimated number of reports and interface we need to develop. In the absence of an estimate, would it be safe for us to assume an appropriate number based on the complexity and the different touch points provided in the RFP.

Answer: ONTC does not have the estimated number of reports and interface at this time. This will be determined with the successful respondent.

BUDGETING/QUESTICA

Question 40: Budgeting/Questica - Will all the existing 150+ Questica Budgeting users need to have access to the proposed EPM (Enterprise Performance Management) Solution?

Answer: Not all would have to access depending on what the EPM would be used for, as not Questica users have access to the performance module.

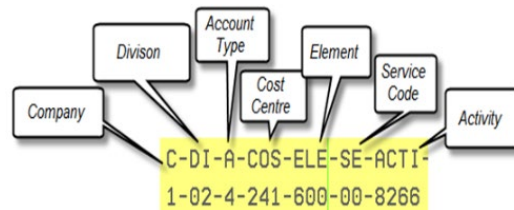
Question 41: - Budgeting/Questica - Are there any systematic integrations between Questica and your legacy ERP/Infinium for actuals and budgets?

Answer: Actuals are integrated between Questica and ERP systems.

CHART OF ACCOUNTS

Question 42: Chart of Accounts - How does your Chart of Account structure look like - Please provide details of the segments and the purpose of each segment. Also please share if you currently fail to track/report on a particular dimension of your business.

Answer:



Question 43: Chart of Accounts – COA Hierarchies - How do you manage your COA values and Hierarchies? Do you plan to use an application (like Oracle's Enterprise Data Management - EDMCS) for this purpose?

Answer: ONTC wants to align the hierarchies, so all divisions follow the same GL structures. Yes, we may use an application for this purpose.

GENERAL QUESTIONS

Question 44: Two Envelope Process - Do we combine our files into zip folders (one for pricing documentation and the other for requirements/answers documentation) and attach/send in MERX? Or do we just ensure that file names are clear as to whether they are part of pricing or the proposal/requirements so each set of documents can be viewed separately from each other? In other words, how do you prefer to have us package our response and pricing?

Answer: ONTC does not have a preference as to how the two-envelope process is submitted as long as it is clear which file is for the Technical Proposal and which file is for the Pricing Proposal.

Question 45: Are there any dependencies we should be aware of, that would impact the roadmap? For example, is there a need to have a specific stream i.e., Finance, Supply Chain that needs to be addressed by a specific date?

Answer: There are no known dependencies. We encourage the respondent to recommend a strategic roadmap.

Question 46: Can you briefly describe some of the common issues you face during Financial Close and Consolidation. Do you plan to use an application (like Oracle's Financial Consolidation and Close - FCCS) for this purpose?

Answer: Manual posting of JV has & batches before month end and year-end. During year-end, we require the ability to re-open a fiscal year for entries and reclose. Yes, we may use an application for this purpose.

Question 47: Is the Sales account assignment performed based on territories? If yes, provide the structure of Sales org and how account assignments are performed.

Answer: The ONTC sales division is small and not territory based. Accounts are divided between the lines of business.

Question 48: Can you please elaborate holdback functionality requirement in contract management?

Answer: ONTC would like an ERP solution that can monitor and account for holdbacks for construction projects or large equipment with holdback options. In our current system, we manually account for holdbacks.

Question 49: How many external warehouses and inventory locations does ONTC have?

Answer: ONTC has 1 (one) warehouse in Cochrane, Ontario, 1 (one) in Englehart, Ontario, 1 (one) in Sault Ste. Marie Ontario, 1 (one) in Thunder Bay, Ontario, 6 (six) warehouses in North Bay, Ontario. We have small satellite warehouses that stock specialty parts for operations as well, but these could be considered in a different bin location.

Question 50: Provide the list of all the Web Application (User Interface) or Custom Extensions with details which are present in current landscape and is required in the future Landscape.

Answer: Refer to Section 6 of the NRFP document for the list of current systems. OOSS and OSPOS (BPX) are the only custom applications that integrate to Infinium. Invoiced uses an API to exchange GL entries. EAM is feeding Doc Agent and it also provides GL entries to Infinium. Doc Agent also interfaces the finance modules in Infinium.

Question 51: Does ONTC currently use any ETL tools?

Answer: There are currently no ETL tools that ONTC uses.

Question 52: Does ONTC have any high-volume batch interfaces for data load or transfer? Provide rough volumetric details.

Answer: ONTC sends bi-weekly interface file (x2) to Public Sector Pension plan and sends all files to upload to bank for payroll.

Question 53: Can you please describe your overall strategy for legacy data archival?

Answer: Currently there is no official strategy. We have a separate data storage system that we use for any archive user data. Any data stored in systems (such as our current ERP) has traditionally remained on the system without any limitations. We are working on policies to address this in the future.

Question 54: How many customers do you have?

Answer: ONTC's current volume details are in section 7.7 of Customer Relationship Management.

Question 55: How many interactions will be needed for the online services?

Answer: We are not certain what is meant by interactions. There are roughly over 24,640 transactions per month.

Question 56: Are you replacing the ticketing system?

Answer: Please refer to question number 19 in the Addendum No. 04.

Question 57: Are you replacing an existing loyalty solution, or do you want to have one at the start of the project? If so, how many loyalty users will be required at the beginning of the project?

Answer: ONTC will be implementing a new system. No guidelines or specific plans have been set on this program/project yet. We would have an approx. 30,000 customers to join into a program like this, plus potentially business accounts.

Question 58: Page 82 of NRFP 2023 047 - Would B2B and B2C users use the ONTC portal to manage profiles, review transactions and request for tariff? Is it expected that the selected proponent will deliver a new portal or will the existing ONTC side be revamped in line with new customer journeys? Please explain in more detail your vision for ERP integrated customer portal functionality.

Answer: There is really no B2B set up and a new portal would need to be set up. For the B2C we have a few options, however it is believed the ticketing reservation side of things would handle the majority and need integration. Or ability to integrate.

Regards,

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