

December 14, 2023

Addendum No. 07

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 (039) – Please describe the types of credits you want to restrict and the purpose of restricting them from the specific vendor.

Answer: ONTC will explore this further during the discovery phase.

Question 2: Finance – Accounts Receivable (065) – Does this refer to the Purchase Order received from the customer?

Answer: Yes, that is correct.

Question 3: Finance – Accounts Receivable (067) – Please provide an example of additional deductions that might be applied.

Answer: ONTC will explore these miscellaneous deductions further during the discovery phase.

Question 4: Finance – Accounts Receivable (082) – Please provide more details on this process.

Answer: This requirement speaks to the desire to be able to record the transfer of an outstanding balance from one customer account to another, or transfer payments that may have been applied to an incorrect invoice.

Question 5: Finance – Accounts Receivable (083) – Please provide more detail on a scenario when an invoice request occurs. Is this an off-contract invoice?

Answer: ONTC will explore this further during the discovery phase.

Question 6: Finance – Financial Reporting and Analysis (07) – Please provide an example for the need of an additional subledger outside of Payables, Receivables, Assets, Projects, and Costing?

Answer: ONTC will discuss the number of sub ledgers during the discovery phase.

Question 7: Finance – Financial Reporting and Analysis (137) - Please provide an example of the need to close at the Cost Centre level and not the subledger level.

Answer: Different solutions provide different methods for achieving the goal of either “soft-close” and “hard-close”. Please describe the solution’s method for this distinction.

Question 8: Finance – Financial Reporting and Analysis (185) - Please provide an example of this process.

Answer: ONTC is looking forward to proponents outlining the solution’s options in the response.

Question 9: Finance – Fixed Assets (026) - Please provide an example where an asset would have multiple expense accounts.

Answer: A specialized mechanical asset may be jointly purchased by rail operations and manufacturing.

HUMAN RESOURCES

Question 10: Human Resources – In the Human Resources Tab, we see a lot of Learning and Development requirements. However, as per the RFP, we understand that Tobuti (LMS) is being used today and is not a part of the scope. Can you please confirm if you would want us to include pricing for our Learning solutions?

Answer: Tovuti was recently procured and deployed at the ONTC and we are satisfied with the product. We would like to explore what other LMS’s would be included in an ERP suite or what integrations you could recommend.

Question 11: Human Resources – Please provide any complex/critical examples of the 'what if' forecasting needs referred to. Is this to assess the impact on the compensation?

Answer: ONTC anticipates best practice/high value ‘what if’ forecasting to be proposed by proponents. If compensation is deemed to be a highly useful scenario that exists within the solution, please describe.

Question 12: Human Resources - Scheduling – Can you share more information on managing the schedules and any specific/complex scheduling requirements? Is the schedule trading a requirement or self-scheduling requirements? How often do schedule changes/shift changes happen to an employee?

Answer: Assume that ONTC has scheduling requirements aligned to transportation industry standards. ONTC also has 10 collective agreements, some of which impact schedule planning.

CUSTOMER RELATIONSHIP MANAGEMENT

Question 13: Customer Relationship Management - We are trying to understand the number of users who would need access to Customer Relationship Management (CRM) module. As per Sec 7.7 on Page 81, we understand CRM is divided into B2B and B2C.

- a) How many Sales users in B2B and B2C would need access to CRM?
- b) How many Sales users in B2B and B2C would need manager access to CRM?
- c) Are there users who focus only on marketing? If yes, how many users would that be?
- d) Does ONTC have a dedicated customer service team? How many customer service agents are a part of that team?

Answer:

- a) To be defined during Best and Final Offer negotiation. Assume less than 100.
- b) 10.
- c) Not marketing - perhaps users that would need to look at data only for reporting - 1-5 users.
- d) ONTC has a small team of ticket agents.

Question 14: Customer Relationship Management – Can you please confirm if, as part of this implementation, ONTC is looking to implement a Service Request framework?

Answer: ONTC currently has no plans to implement a Service Request Framework at this time.

Question 15: Customer Relationship Management (CO-2) – Can ONTC please confirm if this requirement is in reference to use of the ERP system by ONTC employee users, or if there is a requirement to deploy new mobile apps for external stakeholders or customers with integration to the ERP system? Any additional information about desired mobile use-cases would be very beneficial to our approach and response.

Answer: The ONTC employees are in a variety of geographies and environments, some with limited access to computers. Agnostic mobile access will enable more of our employees to participate and interact with the ERP. The primary function of mobile will be to provide access to employees.

GENERAL QUESTIONS

Question 16: General – Manufacturing – What kind of Project are you executing? (Capital, Billable, Indirect). Can you please share some sample projects?

Answer: ONTC executes both Billable and Capital/Indirect projects. Our sample projects include Metrolinx coach car refurbishment (Billable), Freight Car Rehabilitation (Capital/Indirect) and Internal Locomotive Fleet Painting (Capital/Indirect).

Question 17: General – Manufacturing - Are you using Grants and Awards to execute projects?

Answer: ONTC does not use Grants and Awards to execute projects.

Question 18: General – Manufacturing – How much % revenue from project-based sales?

Answer: ONTC will explore this further during the discovery phase.

Question 19: General – Manufacturing – Will ONTC continue to use MS Project for scheduling after new implementation?

Answer: Yes, ONTC will continue to use MS Project for scheduling after new implementation.

Question 20: General – Integration – Does ONTC currently exchange EDI messages between different Trading Partners? If yes, provide the count of such interfaces with version and protocol.

Answer: ONTC will explore this further during the discovery phase.

Question 21: General – Can we provide our Product Roadmap and Statement of Direction as Appendices to complete this answer?

Answer: Yes, Respondents can provide their Product Roadmap and Statement of Direction as Appendices.

Question 22: General – Please describe and clarify your encumbrance accounting requirements. How do your encumbrance accounting processes fit/weigh into your overall finance and procurement needs?

Answer: ONTC has outlined its needs in both the NRFP package and Appendix A. Please propose a solution that meets these needs. Further encumbrance accounting requirements may be discussed during Discovery phase.

Question 23: General – How many Self-Service transactions do you want to modernize per month? You would modernize interactions of the customer with web-enabled, mobile, 24 by 7 digital access to questions, processes, complaints, reference documents and ticket ordering.

Answer: ONTC looks to the proponents for leadership in defining reasonable self-service aspirations and timelines given the current operating environment.

Regards,

Ashley Commanda
Manager, Public Procurement
Ashley.commanda@ontarionorthland.ca