



ADDENDUM

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Make the following modifications to the above project. Include in the amount of the Proposal, any additions to or deductions from the cost of the work by reason of these instructions.

Sign and attach this Addendum to the Proposal documents and submit with your Proposal. Failure to do so may result in the rejection of your Proposal.

Questions and Answers

Q1. Mandatory Requirement Form: M-1, Appendix D.1, City asks proponent to confirm security clearance for their employees. Can City elaborate what kind of security clearance is required for the employees?

A1. M-1 asks proponents to confirm employees are willing to complete a security clearance. it is a Level 2 Security clearance processed by the Saint John Police Force

Q2. P-8, How many GIS layers from the ESRI system are to be integrated with the new Asset Management System?

A2. See Page 67 for a list of assets.

Q3. P-8, Can the City provide details on how many integration touch points will be required for each of these systems?

- a. MicroPaver (v 7.011)
- b. GraniteNet (v 5.3.0)
- c. ClearRisk (v 1.0)
- d. Motorola's Customer Relationship Manager (CRM) (v 4.5.2)

A3. The City would like to understand if the Vendor's solution has capabilities that allow it to exchange information with other systems. Vendors are to indicate the options of how data could be exchanged with their system.

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Q4. Clarification on Answer 16 in Addendum 1. Can we assume integration to the current EFP system is out of scope for pricing purposes for our response? Can we just provide a recommendation of the possible integration points?

A4. *Correct.*

Q5. The City indicated on Page 68 of the RFP the list of system's which City would like to maintain and ClearRisk (v 1.0) is one of them. Will ClearRisk be used as a fleet asset management system or will the new Asset Management System be used to handle asset management for the fleet assets?

A5. *Proponents can assume ClearRisk will be the system of use for the Fleet Management department. Other departments, such as Finance, will access fleet asset data using the Asset Management System.*

Q6. Will City consider a Train the Trainer approach for Training end users to lower the training cost? Can the proponent estimate a Train the Trainer approach for 24 trainers? These trainers can then train the end users internally.

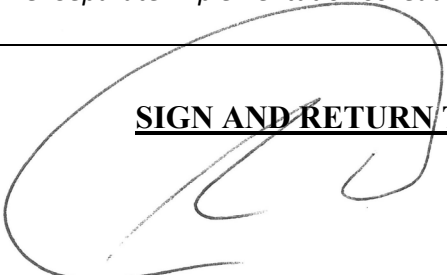
A6. *No. Proponents should assume they are delivering the training to City staff.*

Q7. What is the context of multi phased approach to minimize the disruption to municipal operations? Can City provide more details on this? Does this means all the business units will participate in the implementation but the roll out to these business units will happen in a phased approach? Should our project plan be based on a multiple go-live scenario or a single go-live?

A7. *See Appendix E, section B.1 (page 70).*

Q8. It is mentioned that Saint John Water and Public Works will not undergo system implementation at the same time. Does this means both business units will have separate implementation schedules or they will participate in the implementation and configuration activities at the same time but Go Live at different schedules? Please clarify this.

A8. *Separate implementation schedules.*



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Q9. Related to Question TR -9: Is the city planning to use other e-signature products (PactSafe, Adobe, DocuSign) or is there an option to use the proposed Asset Management system which has an internal eSignature feature?

A9. No, the City is not planning to use other e-signature products. There is an option for the proposed system to have an internal e-signature feature. The City currently uses Adobe and is considering using DocuSign, however, we are open to considering the asset management system.

Q10. Related to Question TR-18 : Is the City planning on using Cloudflare and/or Akamai to act as a reverse proxy between the hosting provider and the user's pc/tablet/laptop/phone?

A10. The City uses various content data integration and delivery network protocols and Microsoft security tools. As part of the evaluation and onboarding process of the successful solution, the security of the solution proposed will be evaluated.

Q11. In Question M-9 the City requests - Public facing user interfaces must be configurable in both French and English languages. Describe how this requirement will be met. Which language (English or French) will be used as a base language and which one is used as a secondary language?

A11. English will be the base language. French will be the secondary language.

Q12. Will project documentation and end user materials such as training materials expected to be delivered in French and English? If not what is the preferred language?

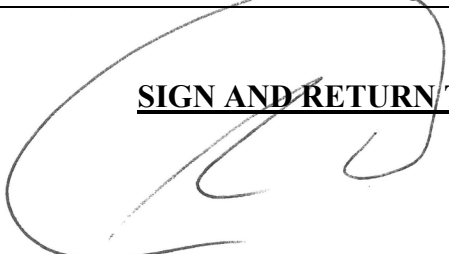
A12. No. The preferred language will be English.

Q13. How many users will require disconnected mobile access to the system?

A13. See Table 6, page 69 for an estimated number of users.

Q14. The City has identified its legacy systems in section 2) System Perspective. Can the City provide more details on which of these legacy systems data will be migrated to the new system. Will only

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master data such as assets and inventory be migrated or is the City also expecting historical data to be migrated?

A14. Proponents are to assume, where feasible, both master data and historical data will be migrated to the new AMS.

Q15. Has the City documented their “as is” and “to be” business processes or is the City expecting that this will be developed by the proponent during the course of the project?

A15. No, the City has not documented their “as-is” and “to-be” business processes.

Q16. Can we have a 2 week extension to the question period?

A16. Yes, the new deadline for questions is Tuesday, March 29, 2022, 4:00 pm, ADT.

Q17. In Appendix D.1 item M-9 which asks that any public-facing interface be available in English and French. Can the City please confirm:

(a) The term “public facing” is related to the interface which their citizen’s would interact with?

A17(a) Interact or view.

(b) What aspect of the solution the City feels would be public facing?

A17(b) Not defined at this time.

Q18. Can the City please confirm if the expectation is that that pricing be provided as a fixed price or as time and materials?

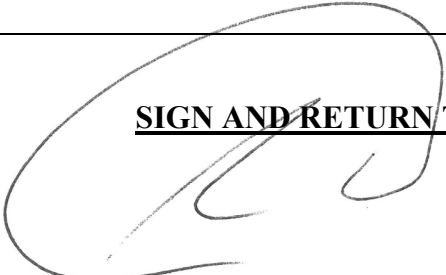
A18. Fixed price subject to negotiation between the City and proponent.

Q19. Appendix C.2 Pricing Form – Can the City please confirm if all assumptions are to be documented here or only those pertaining to pricing?

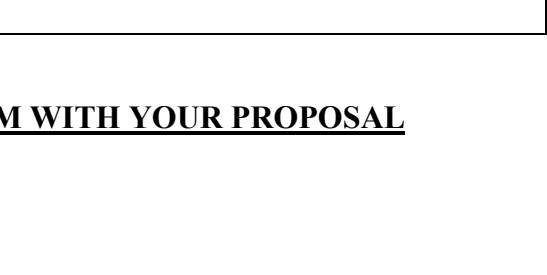
A19. Any assumption which has an impact on pricing should be included.

Q20. Does the City prefer onsite or remote implementation for this project?

A20. There is no preference.



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Q21. If the proposed solution supports a combination of web API access and flat file exports for audit logs, does this meet Mandatory Requirement M-5 regarding SIEM connection as listed on Appendix D.1?

A21. For an on-premise solution we inspect the packets. If the solution selected is a cloud solution, the solution would not go through the SIEM. In this case, the vendor is responsible for security and data integrity.

Q22. In a few sections, it references a need to integrate with a future "New ERP" Solution. Would the City of Saint John consider a solution that is a mERP (Municipal ERP) consisting of a full Financial Suite geared towards Municipalities, including Asset Management tools to completely manage the lifecycle of your Municipal Assets?

A22. The City is only procuring an Asset Management System at this time. Proponents are free to suggest how their proposed solution could include or integrate with an ERP, but proponents should not include this in their proposed scope of work and pricing.

Q23. A clarifying question regarding Table 6 – Estimated # of users by business unit, I exported the table to Excel (below)

Business Unit	Field	Supervisor	Manager	Admin	Total
Saint John Water	30	5	4	1	40
Public Works	35	5	4	1	45
Facilities Management	20	3	1	1	25
Recreation & Parks	15	3	2	1	21
Fire Department	20	10	10	2	42
Fleet Management	4	4	2	2	12
Finance & Accounting	3	1	1	0	5
Asset Management	0	0	1	1	2
Parking	1	0	1	1	3
IT	0	0	0	3	3
Total	128	31	26	13	198

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I double-checked the sums and there are 3 things I need to confirm for license access purposes:

- a) That the total number of **Field Users** would be 128, not 188
- b) That the total number of **Fire Department Users** would be 42, not 40
- c) That the **Total Number** of users is 198, not 196

A23. *You are correct. Table 6 values should be updated as indicated.*

Q24. With respect to worker shifts, can you provide more information on how shifts work and how many people would require access at any given time?

For instance, let assume for a moment that all Field Users are only 10, and that they work in two different shifts (5 people per shift). It would be more beneficial if we provide the City only 5 licenses instead of 10 because not all 10 field workers would require access at any given time.

A24. *Not well defined at this time. Proponents should assume each user requires a unique license for pricing purposes.*

Q25. What system will be used to procure the assets?

A 25. *Not well defined at this time.*

Q26. How will the assets be created? Please explain the process from a current and future systems perspective.

A26. *Not well defined at this time.*

Q27. What data is required for migration?

A27. *Asset inventory and Tangible Capital Asset valuation data.*

Q28. What will be the HR system of record to track employees?

A28. *Not well defined at this time.*

Q29. What will be the system of record for Spares?

A29. *See FR-39 (page 53).*

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Q30. What will be the system of record for Linear Assets (between ESRI and Asset Management System)?

A30. Proponent to specify recommended approach.

Q31. Appendix D.2, question P-4, is the City seeking named resources or only the roles required for the Org and roles and responsibilities?

A31. Named resources.

Q32. Appendix D.2 Assumptions - are all assumptions to be noted here or only those that impact pricing specifically?

A32. Any assumption which has an impact on pricing should be included.

Q33. Would non-price related assumptions be accepted under Appendix D.2 as part of the response to P-5?

A33. Yes.


Q34. Staff Training. Is the City open to a train-the-trainer approach, whereby vendor would provide training to City designated trainers who in turn, would train City staff?

A34. No. Proponents should assume they are delivering the training to City staff.

Q35. Regarding data migration, can the City confirm what specific data will be migrated. Is this limited to only assets and asset attributes? Can the City also confirm the format the existing data is stored in?

A35. Assets, asset attributes and Tangible Capital Asset valuations will be the primary data migrated to the AMS (if applicable). Data is currently stored in several systems (see Table 4, page 65). The format of data is not well understood at this time and will be confirmed during discovery.

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Q36. RFP states “No more than three (3) business units undergo a business transformation at any given time”

(a) Can the City confirm if they have a priority of business units to go live 1st, 2nd 3rd?

A36(a) There is no priority.


(b) Can the City confirm if the grouping of 3 business units is intended to have no overlap with the other group of business units? For example, would the City be open to requirements and configuration being done for all business units at the same time but the go-live implementations be staggered in groups of 3?

A36(b) The City is open to the suggested approach.

Q37. RFP States “Additionally, Public Works and Saint John Water shall not undergo system implementation at the same time”. Can the City confirm which is higher priority to go-live first - Public Works or Saint John Water?

A37. There is no priority.

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CONFIRMATION - RECEIPT OF ADDENDUM

**Upon receipt of this document, fax this page to
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CONSULTANT'S NAME: _____

ADDRESS: _____

PHONE: _____ FAX: _____

RECEIVER NAME (PRINT) _____

RECEIVER SIGNATURE: _____