

**December 5, 2023****Addendum No. 04****File Reference Number: NRFP 2023 047****Title: Enterprise Resource Planning Solution****RE: Clarifications/Questions**

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Please refer to the following information / clarifications:

**Customer Relationship Management****Question 1: CR-CO-25** - What are the types of services and how many services are we looking for?**Answer:** ONTC has a variety of service categories and there could be multiple services in each category such as Rail Passenger - Economy and Business, Motor Coach, Remanufacturing, Freight Rail, Hotel, Auto Carrier, Bus Parcel Express, Express Freight etc. Under 10 categories with less than 10 subcategories.**Question 2: CR-CO-29** - What are the customer touchpoints?**Answer:** Online, chat, telephone, email, in person, 3<sup>rd</sup> party agency, survey, and future app.**Question 3: CR-CO-56** - How many and to what level or extent are products configured? How frequently does the rate get changed? Can you please provide an example?**Answer:** Depending on the service most rates are set for a year however weight, size, travel distance etc. are factors that affect pricing. ONTC moves goods, people and everything in between.**Question 4: CR-CO-58** - Use case for integrating social media accounts?**Answer:** Gather customer data from these platforms. This information can then be utilized to tailor services, personalize interactions, and improve customer satisfaction.

## **Procurement Core/Inventory**

**Question 5: PR-CO-13** - Please clarify what data is desired to be viewed in this context and at what level of granularity. Also please comment on any related preferences related to the ability to score or evaluate RFQ or bid responses.

**Answer:** ONTC is seeking a solution that can identify the cost savings between all quotations received by the system to streamline the quote award process for goods and services.

**Question 6: PR-CO-36, PR-IN-1, PR-IN-2, PR-IN-3** - Do you currently have a barcode scanner, or would you like us to recommend one?

**Answer:** ONTC does not currently have a bar code scanner or this system feature. ONTC is seeking a solution that would enable us to use a bar code scanner to scan the receipt of goods, and issues of goods to our operations. ONTC would like a recommendation for a barcode scanner compatible with the proposed ERP solution.

**Question 7: PR-CO-52** - Please provide an example of this scenario.

**Answer:** ONTC has its own fabrication shops with its own vendor profile and vendor number. Sometimes ONTC does not want the system to issue a purchase order automatically to these vendors. ONTC wants a feature that allows purchase orders to be automatically issued or not.

**Question 8: PR-CO-74** - Please provide a couple of examples for Business Rules.

**Answer:** ONTC is seeking an ERP solution that will allow receiving configurations for items requiring SDS, QA, Quarantine, and specific permissions for various roles in shipping and receiving.

**Question 9: PR-IN-38** - Can you provide an example of a product that would typically be identified with a drawing, and confirm the nature of the drawing number? Does this refer to ONTC's internal product number and engineering drawing, or to a vendor drawing number? Do you require the ability to track product number revisions and/or link to product drawing files?

**Answer:** Drawings typically refer to parts that must be made to a drawing(s); items that are not available as commodities. The drawing number is typically driven by a defined hierarchy and is not necessarily related to a part number or part numbers. Vendor drawings would follow their numbering conventions. ONTC needs the ability to track drawing revisions.

**Question 10: PR-IN-41** - Does this requirement refer to the ability to cross-reference or link Product Master records to a repository of MSDSs (e.g., a hyperlink to a document repository) or embedding MSDS data fields directly in the Product Master record? Please provide an example of the MSDS data that ONTC would like to track along with the associated Product Master.

**Answer:** ONTC has thousands of MSDS hazardous products. We want the item/part master to identify the MSDS and possibly have it located on the screen as item master # for quick reference. A hyperlink to the MSDS database is acceptable if the preferred solution is not available.

### **Human Resources**

**Question 11: HR-PM-19** - Is there any competency framework being used currently? If so, can you please provide what is being used?

**Answer:** There is no formal competency framework being used, ONTC has the same job factors and competencies listed for each employee participating in the Performance Management cycle, and those are: knowledge, skills, leadership, analysis, quality, communication, drive for sustainable results, and teamwork.

### **Manufacturing**

**Question 12: MA-PM-11** - What is the difference between task time & non task time? Is it chargeable and non-chargeable time on a project?

**Answer:** Within ONTC's production line we have tasks to be completed in each station i.e., windows - remove. Labour time on tasks would be time an employee dedicates to getting this task completed. All time entered against tasks are chargeable. Non-task time is work an employee completes that isn't part of the tasks in the production line i.e., consist prep (preparing the floor for car moves), break time, training. Labour entered against these non-tasks can be either chargeable or non-chargeable.

**Question 13: MA-SM-15** - Can you elaborate on this requirement?

**Answer:** ONTC has a production schedule that indicates the order in which we complete the refurbishment of the cars. This order is also reflected in our production system. However, at times ONTC is required to change the order in which we will complete cars throughout the refurbishment contract. ONTC requires the ability to be able to change the order of the cars in the system at any given time throughout the contract.

**General**

**Question 14:** Can you please indicate the user volume per system - for example Manufacturing, Purchasing, Requisition, Finance, CRM, HCM, etc.?

**Answer:** Please refer to the table in Section 6 of the NRFP that provides a system level breakdown with user volume.

**Question 15:** Subscription software licensing for our proposed solution is based on modules/apps and named users. To help us provide an accurate quote for software licensing, would the ONTC please complete the table below based on the following parameters:

- Finance and Supply Chain/Manufacturing apps are licensed discretely. Users who require access to features in both apps have a primary license for the first app and a discounted license for the second app. Please indicate the number of users to quote by identifying the quantity of Finance and Supply Chain Primary users, and the number of Finance and Supply Chain secondary users. For users who only require access to one of these apps, include them only in the count of Primary users.
- For HR/Payroll, FP&A and EAM please indicate the overall number of users who will create, read, or update records and data in these apps, independently of those same users' potential need to access Finance and Supply Chain/Manufacturing.

Finance		Supply Chain and/or Manufacturing		HR and/or Payroll	FP&A	EAM	Project Accounting	
Primary	Secondary	Primary	Secondary	Total Users	Primary	Total Users	Primary	Secondary

**Answer:** Please refer to the table in Section 6 of the NRFP that provides a system level breakdown with user volume.

**Current Challenges**

**Question 16: Page 73 of NRFP** - Under Current Challenges for Recruitment, “ONTC currently uses JazzHR and excel spreadsheets for recruitment support. ONTC is looking for a system that fluidly support all recruitment and onboarding functions”. However, as per Pg 65, for JazzHR, you have stated “NO” under the column for “In Scope for NRFP (yes/no)”.

- (a) Please clarify if ONTC is looking to replace JazzHR with a new Recruiting solution.

**Answer:** If there is a solution that can provide similar functionality and features to JazzHR but with integrations to an ERP system. While it would be nice to have as part, it is not an absolute requirement as there are many standalone systems.

- (b) If ONTC is not planning to replace JazzHR right now, would you want us to include pricing for a Recruiting Solution both on licenses and implementation?

**Answer:** ONTC would like to see license and implementation pricing for a recruiting solution.

### **Summary of Current Systems**

**Question 17: Page 63 of NRFP** - We understand that today you have 150+ users using Qwestica.

**Answer:** ONTC has 123 active users currently.

- (a) How many of the users today are using Qwestica for Planning & Budgeting only?

**Answer:** All users only use Qwestica for Planning & Budgeting. Excel is still being used to generate numbers – Qwestica houses the final numbers and variance analysis.

- (b) How many of the users are using Qwestica for Financial Reporting only?

**Answer:** Qwestica is only used for Planning & Budgeting, including variance analysis for operating and capital. ONTC's financial reports (Statement of Operations/Statement of Financial Position) are done in excel using spreadsheet server add-in.

- (c) Other than "Planning & Budgeting" and "Financial Reporting", what are the users using Qwestica for today?

**Answer:** Finance specifically also uses Qwestica to update stats and KPI's in the Performance section.

- (d) Are the 50+ users of Infor Infinium using Qwestica today? If yes, what are they using Qwestica for?

**Answer:** All operating cost centre managers use Qwestica to approve their monthly statements and capital project managers use for tracking all capital charters and variance analysis.

- (e) Are the 150 employees core users today?

**Answer:** ONTC has 36 users that have read only access (IT/PMO/EAM) to view capital and operating (those read only users are included in the count of active users)

- (f) Are there users from the 150 employees who need only read only access?

**Answer:** Yes, 36 users currently have read only access

**Question 18: Page 63 of NRFP** - We understand that you are using DocAgent for Document Management. Please provide more details on the usage of DocAgent by the Finance team.

**Answer:** DocAgent is used as our invoice approval workflow tool, vendor invoices are scanned into the software, it gets coded with a GL account, and it moves through approvals in line with delegation of financial authority. DocAgent transactions, i.e., approved invoices, then get pushed to our current ERP A/P module (Infinium PL).

**Question 19:** Is ONTC looking at replacing the ticketing system?

**Answer:** ONTC consistently reviews the latest technology to meet customer expectations and demands. The potential for a new or upgraded ticketing software could be possible in the next one (1) to five (5) years.

Regards,

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