



**Contract 3048P**

**Volunteer Software**

**1. Introduction**

The City of Richmond requires Volunteer Management Software to manage and support the functions related to the volunteer cycle.

The objective of this request for proposal is to provide the City with qualified proponents capable of carrying out the work herein defined. The proponent submissions will form the basis for evaluation, interview and selection.

**2. Submission Details**

Four copies of proposals marked “**Volunteer Software Contract 3048P**” addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until 12:00 Noon, Monday, March 03, 2008. Submissions received after this time will be returned to the sender.

The City reserves the right to cancel this Request for Proposal for any reason without any liability to any proponent or to waive irregularities at their own discretion.

Proposals may be withdrawn by written notice only provided such notice is received at the office of the City’s Purchasing Section prior to the date/time set as the closing time for receiving proposals.

Proposals shall be open for acceptance for 90 days following the submission closing date.

All proposals will remain confidential, subject to the Freedom of Information and Privacy Act.

Any interpretation of, additions to, deletions from, or any other corrections to the Proposal document, will be issued as written addenda by the City of Richmond. It is the sole responsibility of the potential Bidders to check with the City of Richmond’s Website, and / or BC Bid to ensure that all available information has been received prior to submitting a bid.

### **3. Enquiries**

3.1 Clarification of terms and conditions of the proposal process shall be directed to:

Purchasing

Sumita Dosanjh  
Contracting Specialist  
Purchasing Section  
City of Richmond

Telephone: 604-276-4097  
E-mail: [purchasing@richmond.ca](mailto:purchasing@richmond.ca)

3.2 Technical clarification shall be directed to:

Technical

David Ince  
Coordinator, Leisure Services  
IT Enterprise Application Development  
City of Richmond

Telephone: 604-276-4011  
E-mail: [dince@richmond.ca](mailto:dince@richmond.ca)

Wing Ho  
Volunteer Development Coordinator  
Parks Recreation & Cultural Services  
City of Richmond

Telephone: 604-247-4947  
Email: [who@richmond.ca](mailto:who@richmond.ca)

The City, its agents and employees shall not be responsible for any information given by way of verbal communication.

Any questions that are received by City of Richmond Staff that affect the Proposal Process will be issued as addenda by the City of Richmond.

### **4. Project Background**

Currently the City's volunteer management practice is not coordinated, with many individual organisations developing their own systems and managing volunteer resources in isolation. The aim of the City is to implement technology-based 360 degree Volunteer Management Software that will support and manage volunteers throughout the various stages of the volunteer involvement including recruitment, matching, screening, interviewing, placement, orientation, training, support, evaluation, retention and appreciation.

### **5. Project Scope**

The Software shall be able to support the entire volunteer recruiting process. The Software shall be able to store volunteer application information, contact information, availability and qualifications. The Software shall be able to screen the volunteers, match volunteers to opportunities, communicate with volunteers, schedule volunteers, coordinate volunteers at multiple sites, keep track of volunteer hours, evaluate the volunteers and recognize volunteers at standardized milestones. The Software shall be capable of having multiple users with set levels of access to information.

## **A. Recruitment**

- Ability to support recruitment of volunteers and volunteer opportunities by individuals and organizations by specific criteria as defined by the City (e.g. skills, age, location);
- Ability to create a centralized online volunteer application for the City and its partner community/association agencies;
- Ability to support the needs of multicultural volunteer opportunities;
- Ability to centralize and streamline pools of volunteers for events;
- Ability to provide workflow functionalities to streamline the recruitment process.

## **B. Match & Referral**

- Ability to match volunteers with opportunities based on specific criteria as defined by the City and the volunteer (e.g. skills, availability, age, location, interests);
- Ability for City staff from different work sites to match volunteers who registered in the system;
- Ability to update the screened volunteers' records, and the City and partner agency's volunteer information;
- Ability to send emails to one or more selected volunteers who meet the City staff search criteria. Emails shall allow html, graphics, attachments, etc;
- Ability to add new questions to the on-line volunteer application at any time;
- Ability to send mass emails to all volunteers in the database at any time;
- Ability to coordinate volunteers between multiple sites, multiple programs or multiple agencies;
- Ability to identify volunteers for each schedule by their department/agency affiliation;
- Ability to handle mass placement of volunteers into schedules.

## **C. Screening**

- Ability to screen potential volunteers based on specific criteria as defined by the City (e.g. compatibility, previous evaluations);
- Ability to create flag or alert signals when there are similar patterns or answers to the on-line volunteer application questions at any time;
- Ability to alert the potential volunteers when their online applications are accepted or incomplete;
- Ability to remind staff to set up individual or follow up personal interviews if needed for the positions that will involve children, youth and people with disabilities;
- Ability to screen volunteers based on input from volunteers using RCMP Criminal Record Checks (CRC) levels 1-4;
- Ability for volunteers to submit CRC to RCMP, pay online and have online approval from RCMP returned to the System.

#### **D. Volunteer Tracking**

- Ability to track location, hours, events and duration;
- Ability to track and update volunteer availability and schedule preference;
- Ability to track and view volunteer accomplishments (e.g. 1 year service) and/or survey results by date range;
- Ability to add and/or modify volunteer records directly in the database;
- Ability to designate volunteers as prospective, active, oriented, trained and inactive;
- Ability to create volunteer groups and track their group hours;
- Ability to track volunteer demographics;
- Ability to provide volunteer learning, training and development;
- Ability to track volunteer competencies, skills, certifications, expertise.

#### **E. Evaluation**

- Ability to evaluate the volunteers on a regular basis;
- Ability to create standardized evaluation for both staff and volunteers;
- Ability to submit evaluation online;
- Ability to create online resources and guidelines for evaluation;
- Ability to create alert or flags when volunteers or activities require an evaluation.

#### **F. Recognition**

- Ability to create milestones, impact, and outcome by volunteer, position, or agency/department;
- Auto-reminder to recognize volunteers in standardized achievement milestones;
- Ability to consolidate the volunteer birthdays in order to mail greeting cards in advance;
- Ability for the City staff to coordinate and plan group volunteer recognition events.

#### **G. Data Management and Reporting**

- Ability to create standardized practices and reference letter formats online;
- Ability for each volunteer account to be managed, based on a number of user security levels defining what can be viewed or edited in each volunteer account. Users include the volunteer, volunteer coordinator or other as determined;
- Ability for reporting, using pre-designed, system and adhoc reporting;
- Ability to create customized reports;
- Ability to export data into other data files such as MS Excel, Outlook & Word;
- Ability to limit some sites and programs to certain users, but let the site administrator access it all;
- Ability to download data from website to keep local backups.

#### **H. Support and Supervision**

- Ability to create standard volunteer job descriptions online;
- Ability to share volunteer information and folders in sensitive and secure nature;
- Ability to remind staff about the liability insurance, health and safety issues of particular volunteer jobs if needed;
- Ability to access to volunteer management policy and procedures online.

#### **I. Training**

- Ability to search and register online for upcoming volunteer orientation and staff volunteer management training workshops/sessions;
- Ability to train the site staff administrator and at least 10 off-site City staff who will utilize the system in managing their volunteers.

#### **I. Website Content**

- Ability to add, modify and delete content on the Website;
- Ability to create links to partner agency websites.

#### **J. Supervision & System Administration**

- Ability to manage user access and limit user functionalities;
- Ability to allow Internet Explorer and Netscape to browse the web site.

#### **K. Privacy**

- Shall meet the City and Provincial privacy regulations, specifically the Freedom of Information & Protection of Privacy Act (FIOPPA) and Personal Information Protection Act (PIPA);
- Shall be a secured web browser with controlled access.

#### **L. System Requirements**

- Ability to meet City's hardware and software standards see Addendum 1
- Ability for City to host the collected volunteer data at it's facilities;
- 24x7 Help desk, software support;
- Ability to use at a minimum 128-bit secured-socket layer (SSL) data encryption (the same level of encryption used in online banking for the network database security);
- Ability to interface and/ or link to other sites and systems;
- Automatic emergency power systems to insure uninterrupted service during commercial power failure.
- Ability to provide backup in case data is corrupted.

Please describe in detail minimum hardware requirements.

Please describe in detail new software releases, how often are new releases, are the upgrades mandatory, are new releases included as part of the initial software purchase?

#### **J. Other**

Please describe in detail the training and support provided with the software.

6. Note: Vendor presentations and software demonstrations shall be scheduled with all qualified bidders. Vendor will be required to present list of clients for the product, existing software and a list of references

**7. Project Schedule**

The project is to be completed by June 1, 2008, with work commencing as soon as possible in March 2008. A project schedule is to be submitted with the proposal.

**8. Proposal Submissions**

All proponents are required to provide the following information with their submissions, and in the order that follows:

- A Corporate profile of firm.
- A detailed proposal of what will be delivered, including the expected outcome and benefits to the City of Richmond.
- A complete definition of the process that will be employed to meet the objectives of this project, eg., approach to be taken, etc.
- A detailed schedule of all activities, including milestones required for this project.
- Provision of a priced methodology complete with a time allotment for each identified task you propose to employ to carry out the work, this shall form the basis for payments to the successful proponent. Supplement this with a schedule of fees for staff to be assigned to the project. These rates shall be the basis for adjustments to the value of the contract in the event the scope of work varies from that proposed.
- A minimum of three (3) client references from projects of a similar size and scope.

**9. Working Agreement**

The successful proponent will enter into a contract for services with the City based upon the information contained in this request for proposal and the successful proponents submission and any modifications thereto.

Proponents may include their standard terms of engagement.

**10. Evaluation Criteria**

Proposals shall be evaluated to determine the best value offered to the City against conformance to the following criteria:

- Understanding of project objectives/outcomes and vision
- Project Deliverables
- Value for Money
- References
- Interview (if required)

## **Environmental Terms and Conditions of Contract**

### **1.0 Environmental Policy Requirements**

#### **1.1 The City of Richmond's Environmental Purchasing Policy**

The City of Richmond's Environmental Purchasing Policy states:

In order to increase the development and awareness of environmentally sound products and services, City of Richmond staff will review their contracts and tender specifications for goods and services, to ensure that wherever possible and economically feasible, specifications are amended to provide for consideration of environmental characteristics. Consideration may be given to those environmental products that are certified by an independent accredited organization.

The City of Richmond as a whole will endeavour to increase its use of products and services that are more responsible to the environment in the way they are made, used, transported, stored and packaged and disposed of. It is recognized that analysis is required in order to ensure that the products are made available at competitive prices, and that the environmental benefits provided by a product or service should not significantly affect the intended use of that product or service.

- 1.1.1 The City of Richmond reserves the right to request information from bidders that will demonstrate compliance to this environmental purchasing policy.
- 1.1.2 Bidders are asked to supply information on environmentally preferable products and services that meet all specifications and performance requirements.
- 1.1.3 Placing the City of Richmond in breach of its environmental policy or environmental laws will result in the termination or suspension of an agreement, at the sole discretion of the City.

#### **1.2 Environmental attributes of company**

- 1.2.1 It is desirable that suppliers to the City of Richmond have an environmental policy statement approved at the executive level and implemented across the company.
- 1.2.2 Suppliers who have pursued environmental certification such as ISO 14001 should include this information with their bid. The ISO 14000 Series is a set of international standards for voluntary environmental management for both private and public organizations. It is designed to promote environmental compliance, ensure a commitment to pollution

prevention, and foster continual improvement of environmental performance through efficient environmental management.

- 1.2.3 The City of Richmond strictly subscribes to an environmental policy that requires all suppliers to be in compliance with all environmental laws and regulations regarding the manufacture, processing, handling, provision, disposal and waste management of goods and services.

### **1.3 Environmental purchasing resources**

- 1.3.1 The City of Richmond Environmental Purchasing Guide is available from the City of Richmond Web site at:

<http://www.richmond.ca/services/environment/policies/purchasing.htm>



## **General Conditions of the Contract**

### **11. Definitions**

The two parties to the contract/PO are the Contractor and the City, defined as follows:

**The Contractor:** The successful bidder for the work upon receipt of a purchase order and /or written acceptance of his Quotation from the City.

**The City:** City of Richmond.

Acceptance of the City of Richmond Purchase Order deems acceptance of all conditions of the supply and delivery contract.

### **12. Responsibility For Supplies**

The Contractor shall be responsible for the supplies covered by this contract until they are delivered at the designated delivery point, regardless of the point of inspection; and the contractor shall bear all risks of loss or damage to rejected supplies after notice of rejection.

### **13. Inspection**

All supplies shall be subject to inspection and test by and shall meet the approval of the Manager of Purchasing and Risk and his decision shall be final and binding upon all parties.

In case any supplies or lots of supplies are defective in material or workmanship and otherwise not in conformity with the Specifications of the Contract, the Manager of Purchasing and Risk shall have the right either to reject them or to require their correction.

Acceptance or rejection of the supplies shall be made as promptly as practicable after delivery, but failure to inspect and accept or reject supplies shall not relieve the contractor from responsibility for such supplies as are not in accordance with the specifications.

### **14. Warranty**

Unless otherwise specified, the contractor warrants that in the manufacture of the supplies only the best workmanship and materials have been employed and if, within a period of one (1) year from the date of acceptance of the supplies by the City, such supplies or any portion thereof are found by the City to be defective or faulty due to

imperfect or bad workmanship or material, the contractor agrees, to replace such defective supplies forthwith without expense to the City.

**15. Payments**

The contractor shall be paid within 30 Days after the submission by the contractor of properly prepared invoices referencing the City of Richmond Purchase Order number, to the Accounts Payable Section for supplies delivered and accepted or services rendered and accepted. However, the City may withhold an amount equal to two times the value of goods or services not provided by the Contractor from any amounts owing to the Contractor.

**16. Indemnification and Insurance**

The Contractor will indemnify, hold and save harmless the City from and against all claims, losses, damages, costs, actions and other proceedings, made, sustained, brought or prosecuted in manner, based upon, occasioned by attributable to any injury, including death, property damage, infringement or damage arising from any act or omission of the Contractor, his employees, officers, volunteers, servants or agents or persons from whom the Contractor has assumed responsibility in the performance or purported performance of this agreement.

**17. Liens**

The contractor shall fully indemnify the City from and against any and all liability or expenses by way of legal costs or otherwise in respect of any claim which may be made for a lien or charge at law or in equity or to any claim or liability under the Builders Lien Act, or to any attachment for debt, garnishee process or otherwise.

**18. Patent Fees**

The Contractor shall pay all royalties and licence fees and shall save the City harmless from loss on account of suits or claims of infringement of patents in the doing of the work.

**19. Taxes**

Unless otherwise provided herein, the Contractor shall pay all government sales or excise taxes in force at the date of the Agreement, provided that any increase or decrease in such taxes shall increase or decrease the amount due under the Contract accordingly. Invoices shall show the appropriate amounts for Goods and Services Taxes and Provincial Sales Taxes separately.

**20. Laws**

The laws of British Columbia shall govern the work.

**21. Time**

Time shall be the essence in this Contract.

**22. Assignment**

Neither party to the Contract shall assign the Contract without the written consent of the other.

**23. Changes**

The City may make changes to the Contract and time and value shall be adjusted accordingly, except for emergencies all changes shall be made by written order.

**24. Default**

- (a) The City may, by notice of default to the contractor, terminate the whole or any part of this contract if the contractor fails to make delivery of the supplies within the time specified, or to perform any other provisions of this contract.
- (b) In the event the City terminates this contract in whole or in part as provided in clause (a) the City may procure supplies or services similar to those so terminated, and the contractor shall be liable to the City for any excess costs for such similar supplies or services.
- (c) The contractor shall not be liable for any excess costs under clause (b) if failure to perform the contract arises by reason of strikes, lockouts, acts of God or acts of the City.

**25. Notices**

Any notice required to be given in this Contract shall be deemed to be duly given to the City if sent by registered mail addressed to the City's Manager Purchasing and Risk at "City Hall, 6911 No. 3 Road, Richmond, BC V6Y 2C1" and to the Contractor if sent by registered mail addressed to the Contractor at the address set forth in the Quotation.

## **Addendum 1**

### **Technology Definition Document**

The basic infrastructure of the City comprises the following:

- Ethernet - Over various media, including fibre and UTP
- TCP/IP – Version 4 only. Other network protocols such as IPX/SPX or NetBEUI are not supported
- Directory Services - MS Active Directory is the only supported directory service
- RADIUS services will be available from Active Directory (internal access) or RSA (external access)
- E-mail - SMTP only supported; MS-Exchange 2003 is the current platform
- HTML Services - Only the following platforms are supported:
  - Microsoft IIS 5.0 or 6.0 HTTP servers
  - Microsoft Internet Explorer 5.5 or 6.0 browsers
- Databases - The following SQL platforms are supported:
  - Oracle - version 8.0.6 (no new systems or applications will be deployed with Oracle 8.0.6)
  - Oracle - version 8.1.7 (no new systems or applications will be deployed with Oracle 8.1.7)
  - Oracle – version 9.2.0
  - Oracle – version 10.2.0
  - SQL Server version 2000
- NOTE that no MS-Access applications will be installed where more than one user might require access to the application. All databases should use either SQL Server or Oracle.
- Geographic Information System - The following ESRI products are supported:
  - ArcGIS - version 9.1
  - ArcView - version 9.1
  - ArcInfo - version 9.1
  - ArcSDE - version 9.1
  - ArcIMS - version 9.0
  - MAPObjects - version 3.2
- Client Computer Hardware - Only HP/Compaq Evo workstations are introduced to the network
- Client Computer Operating Systems - The following Operating Systems are supported
  - Windows 2000 (no new systems or applications will be deployed with Windows NT)
  - Windows XP (laptop and tablet systems only)
- Application vendors must indicate a date for full support of Windows Vista as client platform
- Client Computer Office Applications – Only MS Office version 2000 is supported
- MS Office is integrated to Hummingbird DM via the ODMA API. This integration is mandatory for all client systems.
- All applications installed must conform with the Microsoft “Designed for Windows XP Application Specification” version 2.3 or later

- All applications must run on Windows 2000 and Windows XP **without** requiring the end-user to hold administrative credentials on the computer.
- VMWare virtual systems. All Intel client applications must be supported in a Virtual Machine environment.
- Server Computer Hardware - Only the following systems are supported:
  - Dell PowerEdge
  - Hewlett-Packard Series 9000 PA-RISC (HPUX) (database server only)
  - Hewlett-Packard Itanium (HPUX) (database server only)
  - Sun ultraSPARC (database servers only)
  - Sun x86
- VMWare virtual systems. All Intel server applications must be supported in a Virtual Machine environment.
- Server Computer Operating Systems - The following Operating Systems are supported
  - Windows 2003
  - Windows 2000 (no new systems or applications will be deployed with Windows 2000)
  - Hewlett-Packard HPUX - version 11.0 (no new systems will be deployed with HPUX 11.0)
  - Hewlett-Packard HPUX – version 11.11 (PARISC) (database servers only)
  - Hewlett-Packard HPUX – version 11.23 (Itanium) (database servers only)
  - Sun Solaris - version 7,8 (no new systems or applications will be deployed with Solaris 7 or 8)
  - Sun Solaris - version 9
  - Suse Enterprise Linux – version 9 (database servers only)
- Security:
  - All access to the City's network is through a firewall.
  - Only the most commonly used ports (80, 8080) will be kept open on the firewall for general outbound access
  - Incoming access is permitted to a DMZ server only
  - All Windows servers are rebooted weekly (early Tuesday morning) for the application of security patches
  - All Unix and Linux servers are rebooted weekly (early Monday morning)
  - Remote access to the City's network is only acceptable through City-specified VPN client (NetScreen-Remote) using RSA authentication tokens and IPSec encryption, **to the City's terminal server only**. Access to specific servers is accomplished using DSView (KVM over IP) to the terminal server session.
  - Modem access to the City's network will not be permitted
- Applications
  - No server applications are to be started from the console, server applications must run as services which run automatically at system boot time
  - Applications must support Canadian or ISO date formats (DD-MM-YYYY or YYYY-MM-DD)
  - Windows applications must support Microsoft Terminal Server deployment
  - Applications requiring hardware authorisation devices (“dongles”) will not be accepted in any circumstance. FlexLM is an accepted tool for license management.



**City of Richmond**  
 Business & Financial Services Department

**Notice of No Bid**

**Note:** Receipt of this completed form will assist us in calling for future bids. Please complete and submit this form prior to the closing date and time as shown on the Request for Quotation/Proposal/Tender form.  
 Please remember to include Quotation/Proposal/Tender No. at right.

Quotation/Proposal/Tender No.  
**3048PP**

**A Quotation/Proposal/Tender is not being submitted for the following reason(s):**

- |  |  |
|--|--|
| <input type="checkbox"/> We do not manufacture/supply the required goods/services  | <input type="checkbox"/> Cannot obtain raw materials/goods in time to meet delivery requirements |
| <input type="checkbox"/> We do not manufacture/supply to stated specifications     | <input type="checkbox"/> Cannot meet delivery requirements                                       |
| <input type="checkbox"/> Specifications are not sufficiently defined               | <input type="checkbox"/> Cannot quote/tender a firm price at this time                           |
| <input type="checkbox"/> Insufficient information to prepare quote/proposal/tender | <input type="checkbox"/> Insufficient time to prepare quote/tender.                              |
| <input type="checkbox"/> Quantity too small  | <input type="checkbox"/> We are unable to competitively quote/tender at this time.               |
| <input type="checkbox"/> Quantity too large  | <input type="checkbox"/> We do not have facilities to handle this requirement                    |
| <input type="checkbox"/> Quantity beyond our production capacity                   | <input type="checkbox"/> Licensing restrictions (please explain)                                 |
| <input type="checkbox"/> Cannot meet packaging requirements                        | <input type="checkbox"/> Agreements with distributors/dealers do not permit us to sell directly. |
| <input type="checkbox"/> Cannot handle due to present plant loading                | <input type="checkbox"/> Other reasons or additional comments (please explain below)             |

I / We wish to quote / tender on similar goods / services in future <input type="checkbox"/> Yes <input type="checkbox"/> No	Authorized Company Official – Signature and Title	Date
This space for City of Richmond Comments	Firm Name	
	Address	
	City	
	Province	Postal Code
	Telephone Number	



February 19, 2008  
File: 02-0775-50-3048-A/Vol 01

**City of Richmond**  
**Business & Financial Services**  
**Department**  
**Finance Division**  
Telephone: 604-276-4218  
Fax: 604-276-4162

**To Those Parties Receiving Contract 3048P**  
**Request for Proposal – Volunteer Software**

Dear Sir or Madame:

**Re: Addendum #1**  
**Contract 3048P Volunteer Software**

This addendum forms part of the Contract Documents and shall be read, interpreted and coordinated with all other parts.

1. How many different organizations that utilize volunteers are there within the city?

**150**

2. How many partner community/association agencies will be involved?

**Approximately 50 to 60**

3. Approximately how many volunteers contribute their time to the city each year?

**According to the PRCS Volunteer Management Strategy there are 8386 volunteers contributed their time to the City's parks, recreation and cultural services in 2005.**

4. Are there specific ways in which you would like to see the software support the needs of multicultural volunteer opportunities?

**The software shall identify and group volunteers who can speak specific languages at different competence levels in order to provide language support for volunteer opportunities as necessary.**

5. Please confirm that city staff should have access to volunteer profiles for partner agencies.

**Yes, designated and authorized city staff shall have access to volunteer profiles for partner agencies.**

6. Regarding “Ability to create flag or alert signals when there are similar patterns or answers to the on-line volunteer application questions at any time;” could you expand on what you are looking for with this requirement?

**This is in reference to when there are similar or identical answers to the volunteer application questions during the same period of time from volunteer applicants. The purpose of creating the flag is to alert the staff that there is a possibility that volunteers with similar skills and qualifications who would like to volunteer for the same opportunity; or someone who would like to temper the system's ability in screening potential volunteers.**

7. Regarding “Ability for volunteers to submit CRC to RCMP, pay online and have online approval from RCMP returned to the System”, is the RCMP currently providing this level of system integration and if so where could we see an example of it?

**When this RFP was released, conducting online criminal record checks was considered a requirement. Recently however, the RCMP has advised that online criminal checks is not an option at this time. Therefore, the City would like the status of the criminal checks identified by the System, whether the criminal check is completed, applied for, rejected, a flag when it has to be redone.**

8. Will equal consideration be given to solutions that require the data to be hosted on the vendor’s servers?

**The City prefers to host the data onsite. By legislative requirements, the data must reside in Canada. If the data is hosted on the vendor's servers the vendor shall describe to the City how the System meets the City and Provincial Privacy regulations, specifically the Freedom of Information & Protection of Privacy Act (FIOPPA) and Personal Information Protection Act (PIPA).**

9. Could you provide some examples of what kind of ability to interface and/ or link to other sites and systems you are looking for?

**The Volunteer Richmond Information and Services (VRIS) agency, a partner/stakeholder in managing the volunteers, has a volunteer recruitment tool under the site Vol Web:**

**[http://volweb.ca/volweb/vc\\_homepage.php?CentreID=570](http://volweb.ca/volweb/vc_homepage.php?CentreID=570)**

**This site/link shall have a strong presence in the chosen system.**

10. Is it a preference or requirement that the system be an existing software solution or will you consider custom programming applications built only for the City of Richmond?

**It is the preference of the City to go with an out of the box solution however, we are open to other options and will review and give consideration all proposals.**

11. When you anticipate advising qualified bidders of your desire to see a demonstration and when do you anticipate those presentations to take place?

**Qualified bidders will be requested to do a demonstration at City Hall sometime during the last week of March 2008.**

12. When do you anticipate making your vendor selection?

**We anticipate making the vendor selection in April 2008.**

13. Have evaluation values been assigned to each of the project deliverables or will an overall score be assigned by each of the evaluation team?

**An overall score be assigned by the evaluation team.**

14. Can you disclose the current budget related to this RFP?

**We cannot disclose the budget.**

Yours truly,

Sumita Dosanjh  
*Contracting Specialist*





February 25, 2008  
File: 02-0775-50-3048-A/Vol 01

**City of Richmond**  
**Business & Financial Services**  
**Department**  
**Finance Division**  
Telephone: 604-276-4218  
Fax: 604-276-4162

**To Those Parties Receiving Contract 3048P**  
**Request for Proposal – Volunteer Software**

Dear Sir or Madame:

**Re: Addendum #2**  
**Contract 3048P Volunteer Software**

This addendum forms part of the Contract Documents and shall be read, interpreted and coordinated with all other parts.

**Question:**

There are 3 user classes in *iMIS* 15.0. These classes are Public, Casual and Full. Each class of user sees a web view of *iMIS* that is unique to their class. Casual user is new to *iMIS* 15 and requires a specific license. Full users still have access via the *iMIS* desktop as well as the web view which is new to *iMIS* 15. Each class of user has its own set of capabilities in the web views. Please let me know how many of each category

**Answer:**

Public users: 20 to 30 concurrent users who apply to become a volunteer or surf the website

Casual users: 10 to 20 concurrent users who may update their volunteer info at the same time.  
Currently there are 8386 volunteers under the Parks, Recreation & Cultural Services according to the 2005 figures.

Full users: 5 to 10 concurrent users who may coordinate and manage volunteer info at the same time.  
There will be about 50 to 60 users in total who will have access to the system.

Yours truly,

Sumita Dosanjh  
*Contracting Specialist*



February 29, 2008  
File: 02-0775-50-3048-A/Vol 01

**City of Richmond**  
**Business & Financial Services**  
**Department**  
**Finance Division**  
Telephone: 604-276-4218  
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**To Those Parties Receiving Contract 3048P**  
**Request for Proposal – Volunteer Software**

Dear Sir or Madame:

**Re: Addendum #3**  
**Contract 3048P Volunteer Software**

This addendum forms part of the Contract Documents and shall be read, interpreted and coordinated with all other parts.

1. Question: Will there be 150 organizations with administrative rights or 50-60 organizations with administrative rights?

Answer: At the first launching year around 50 to 60 partner community/association agencies will be involved and trained to use the technology-based volunteer system. They are the ones have the administrative rights. However there are 150 different organizations that utilize volunteers within the City of Richmond and it is very likely that the system will be expanded to meet their volunteer management needs.

Yours truly,

Sumita Dosanjh  
*Contracting Specialist*