



City of Richmond

May 21, 2014

Finance and Corporate Services Department

Finance Division

Telephone: 604-276-4218

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Attention: To All Proponents

Re: 5185 P–WorkSafeBC Claims/Incident Management Questions– Addendum #1

This Addendum includes items of clarification; forms part of the Contract Documents and shall be read, interpreted and coordinated with all other parts. Please review and consider the following information in the preparation of your Proposals:

Questions and Answers

1. Question: The RFP mentions that the City of Richmond employs 2000 persons and it is therefore our understanding that the system chosen will need to track and manage incidents involving these employees. Is there any requirement that the system track and manage incidents involving contractors?

Answer: The city will not be tracking and managing contractor incidents.

2. Question: Section 8.3 a) i) states that the City of Richmond requires the ability to report an incident from any City computer or mobile device. Which mobile device platforms does the City use?

Answer: The City is in process of deciding on a mobile platform. It is hoped that this platform will be in place sometime in 2015.

3. Question: Section 8.4 b) states that the system employs enterprise level security. Will you please elaborate on this requirement? Does it refer to integration with the City's directory?

Answer: a) The system must be able to assign different levels of access depending on the type of user and b) Ideally the system will allow integration with Active Directory.

4. Question: Section 11.1 b) states "A detailed listing of Safety Management Systems". Will you please elaborate on this submission section?

Answer: Provide your direct experiences in designing software to meet the requirements of safety systems ie. claims, incidents, inspections, training etc.

5. Question: Will a data conversion be required? If so how many years of data/size of data.

Answer: No data.

6. Question: Please let us know the preferred deployment model - On-Premise or Cloud model?

Answer: On-Premise is preferred unless there is some distinct advantage to the Cloud model.

7. Question: Do you have a target date for having a system implemented and rollout strategy (1 site, 1 region, 1 BU, big bang, etc.)?

Answer: Target date for roll out is February 2015 to all city departments.

8. Question: Could you please provide us the user count based on below definitions:
- Regular Users- typically access the system every day up to once a week
 - Medium Users- typically access the system less than once a week but more than once a quarter
 - Light Users- typically access the system less than once a quarter
 - Mass Users- Read only Users, Annual Survey Users

Answer:

Regular Users – consists of HSW HR administrator of Active Cases up to 3 or 4.

Medium Users –consists of RFR managers/supervisors and PWY managers/supervisors, (approx 25) Level 2 First aid attendants (4 on duty per day).

Light Users – consists of injured employee, other managers with injured employee – only a few and rarely.

Mass Users – Employees with incidents, other Managers, Supervisors and Safety Committee Reps.

Regards,



Sharon Bentley, SCMP
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