

**AMENDMENT NO.1**

**CLOSING DATE/TIME: 5:00pm local time, FEBRUARY 14, 2022**

**AMENDMETN DATE: January 31, 2022**

**PROJECT NO.: FA2022-01**

**PROJECT TITLE: FINANCIAL SYSTEM IMPLEMENTATION AND SUPPORT SERVICES**

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**TO ALL PROPONENTS:**

**THE PURPOSE OF THIS AMENDMENT IS TO PROVIDE RESPONSES TO INQUIRIES RECEIVED:**

**Inquiry A1-1:** We are wondering what the total number of employees are at NAC, and the approximate number of users of the new system will be. Do you happen to have a number of users that will require full access, and a number of those that will require partial access?

**Response A1-1:** As of August 31, 2021, the NAC has 286 full time-employees and 117 part-time employees.

Requirement 900.5 or NF-006 addresses the number of licenses required:

“The solution must have the ability to handle 50 concurrent users and admins (150 active system users and admins, the actual licenses depends on the licensing model), 1,000 transactions per day on average with constant response time (expected response time from the system is < 1 second)”.

**Inquiry A1-2:** AP – 027: Currently, is an “artist” considered a vendor or a contingent worker (contractor) in your system? Are they paid via AP?

**Response A1-2:** In the context of this requirement, an artist is considered a vendor and is paid through Accounts Payable (AP).

**Inquiry A1-3:** AP – 027: What type of vendor contracts do you currently have? Are you looking for end to end contract management capability?

**Response A1-3:** We have different types of goods and services vendor contracts: some examples are: repairs and maintenance, capital expenditure projects, RFP/RFQ/RFI, co-production projects (collaboration with other artistic entity contracts), performer contracts, rental contracts, memorandum of understanding with other government agencies, ...etc. We would like deliverables and purchase orders to be managed end-to-end through the new financial system.

**Inquiry A1-4:** AP-046: What are some examples of catalogue items?

**Response A1-4:** Physical goods: for example: office supplies, building maintenance, routinely purchased items, cleaning supplies, ... etc.

**Inquiry A1-5:** AR-001: Do “customers” include B2B type (businesses) or B2C type (individuals), or both? If both, please provide approximate proportion.

**Response A1-5:** Both. B2C: 40%, B2B: 60%

**Inquiry A1-6:** AR-001: Do you currently have customer contracts established? If so, where are they maintained?

**Response A1-6:** Yes, they are currently maintained manually but we will be looking at implementing a contracts management solution.

**Inquiry A1-7:** AR-001: With respect to front end customer-centric applications, are you currently using (or plan to use) a CRM tool?

**Response A1-7:** We are in the process of implementing a new CRM system.

**Inquiry A1-8:** AR-029: What would be some examples of 'other NAC transactional systems' listed in this requirement?

**Response A1-8:** The list of systems is listed in Appendix C. Section 1.2:

- Payroll and HR Information System (Ceridian Dayforce)
- Event Ticketing and CRM system (TBD)
- Parking System (Amano McGann)
- Food & Beverage system (Carterease)
- Payment processing systems (Windcave/Moneris)
- Rental Information (Excel)
- Fundraising solution (Raisers Edge)
- Banking system (RBC)
- Expense Claim Management (if it is separate from the Financial software)

**Inquiry A1-9:** AR-017: Could you please provide additional details (examples) of types of services and products that require quotes? Do all services/products require quotes?

**Response A1-9:** Quotes refer to quotes for services offered by the NAC. For example: extra services in a performance venue, live streaming products we offer, ... etc.

**Inquiry A1-10:** AR-017: Which tool(s) do you use today for quotes and who are the parties involved in creation? Are there approvals?

**Response A1-10:** Currently, quotes are maintained manually but we prefer to maintain them in a system after the new finance system is implemented.

**Inquiry A1-11:** AR-017: How do you quote today? E.g. input driven, top/bottom up, WBS, Time, etc.

**Response A1-11:** Input driven.

**Inquiry A1-12:** AR-017: How long does it take from start to finish to get an approved quote/SOW to a customer?

**Response A1-12:** An hour.

**Inquiry A1-13:** AR-017: Top 2-3 areas of improvement with respect to customer quotations?

**Response A1-13:** Consistency and centralization.

**Inquiry A1-14:** AR-017: How many users do you envision using the new tool for the purpose of quotation?

**Response A1-14:** Less than 5 users.

**Inquiry A1-15:** PROJ-001: What type of projects do you have today? E.g. Billable? Internal? Capital? Etc.

**Response A1-15:** We have all types of projects: Billable, Internal, Capital and Memorandum of understanding.

**Inquiry A1-16:** PROJ-001: Which tool (s) do you currently use for project accounting and project management?

**Response A1-16:** Currently, projects are managed manually but we would like to track them in the financial system once implemented.

**Inquiry A1-17:** Will all Q&A be shared with all vendors?

**Response A1-17:** Yes.

**Inquiry A1-18:** Has a budget been set for this project? Can you share the project budget?

**Response A1-18:** No.

**Inquiry A1-19:** Experience and Qualifications/Key Personnel Questions: We typically don't send this level of detail in an RFP due to contractual agreement of privacy. Will you accept our normal reply of 1 – 1.5 pages?

**Response A1-19:** No.

**Inquiry A1-20:** What are all the legacy systems that this new system would replace? For example:

- a. What is your current ERP solution and how long have you been using this solution?
- b. What is your current Budget Planning solution?
- c. What are you using for Expense Management today?

**Response A1-20:**

- a. We do not have an ERP solution currently.
- b. Currently, budget planning is handled manually and would like to leverage the new financial system for budget planning.
- c. Currently, expenses are managed manually and would like to leverage the new financial system for expense management.

**Inquiry A1-21:** What business systems and email are you currently using e.g. Microsoft Office 365, and Outlook for email?

**Response A1-21:** The NAC uses Microsoft Office 365, and Outlook for email. For additional information check Appendix B. Req ID: 901 or Row ID: NF-007 and its sub requirements.

**Inquiry A1-22:** Is your preference for a Cloud solution?

**Response A1-22:** Yes.

**Inquiry A1-23:** Do you have an approved budget for this project? No monetary amount required.

**Response A1-23:** Yes, we have an approved funding for the portfolio. The budget allocation for this project has not been determined yet.



**Inquiry A1-24:** How do you prepare Financial Reports and Grant/Project related reports today? Are you able to provide an example of the reporting requirements for Grants and/or projects?

**Response A1-24:** Manual and samples can be provided during the financial system implementation project execution.

**Inquiry A1-25:** Does your organization currently have Active Directory in use?

**Response A1-25:** Yes. Please refer to Appendix B. Req ID 907.1 or Row ID NF-048: "The solution must rely on integration with Azure Active Directory (AAD) for user authentication."

**Inquiry A1-26:** Are you looking for a manual or fully automated import solution?

**Response A1-26:** Manual initially with the capability of enabling automation later.

**Inquiry A1-27:** What are the top 3 project drivers for this new solution? Why change your systems now?

**Response A1-27:** 1. Our system is no longer supported. 2. We have funding available to us.  
3. Looking to increase our efficiency and enhance our ways of working to be more cost effective.

**Inquiry A1-28:** What are your top priorities across the functional areas?

**Response A1-28:** The top priorities and the approach that the NAC would like to follow for implementing the financial system are detailed in Appendix C, section 1.1.

**Inquiry A1-29:** Is an extension of the RFP deadline possible?

**Response A1-29:** The RFP deadline will not be extended.

All Proponents are advised in accordance with the document 'Instructions to Proponents' Section 3, the question period for this procurement is now closed.

End of Amendment No.1