**APPENDIX A – FINANCE ERP REQUIREMENTS - GENERAL**

**APPENDIX A.1 – MANDATORY REQUIREMENTS**

**APPENDIX A.2 – FUNCTIONAL REQUIREMENTS**

**Instructions for Responses to Requirements:**

## The tables below contains the Finance requirements as indicated in the Document. Each requirement has a unique identification number (Req #). These requirements may take the form of a question or a request for information and is followed by a Bidder Response and Comments fields for you to complete. It is expected that each respondent to this proposal will complete all applicable sections so their bid can be properly evaluated. Below are the instructions for completing this table:

For each requirement:

1. Read the requirement. In the **Bidder Response** field, specify with an answer whether the solution meets the requirement ("Yes" or "No").
2. Requirements with blank responses will be treated the same as “N,” which corresponds to “Proponent does not comply with Requirement.”
3. If your answer is “No” in the Vendor Response field, indicate how this requirement will be met in the Delivery Method as follows:

**Not Available (N/A)** - Bidder is not able to provide the solution/functionality

## **Development or Future Release (D)** - Bidder is planning on releasing the functionality in an upcoming release within a period of 12 - 24 months

**Partial Configure (PC)** - Functionality available through an optional/add-on component/third party/module of the base product, Configuration may also be required

**Customize (C)** - Existing solution requires custom programming effort to meet the requirement

In the **Comments** field, provide further information pertaining to the requirement, where applicable

**Mandatory Functional Requirements:**

All of the Requirements listed in Appendix A.1 are mandatory requirements with the exception of the OPTIONAL FUNCTIONAL REQUIREMENTS.

The Functional Requirements are categorized by general requirements followed by specific requirements for various user and system.

**Optional Functional Requirements:**

These requirements would be beneficial to have included in the proposal and all costs should be itemized separately in bid for consideration over and above.

1. This appendix contains the Mandatory Requirements. Proponents **must** respond to the Mandatory Requirements using one (1) of two (2) possible responses:

|  |  |
| --- | --- |
| **Letter Code** | **Response** |
| Y | Proponent complies with Mandatory Requirement |
| N | Proponent does not comply with Mandatory Requirement |

1. Mandatory Requirements with blank responses will be treated the same as “N,” which corresponds to “Proponent does not comply with Mandatory Requirement.”
2. Mandatory Requirements with responses other than “Y” or “N” will be treated the same as “N,” which corresponds to “Proponent does not comply with Mandatory Requirement.”
3. Proponents who do not respond “Y” to **each and every** Mandatory Requirement in this appendix **will have their Proposals declared Informal**.

|  |  |
| --- | --- |
| **Response Code** | **Explanation** |
| **Yes (Y)** | If your solution completely meets the requirements |
| **No (N)** | Functionality or Service is not available, indicate if it is Development (D)\* partial Configure (PC) or \*\*Customization (C) |
| **Not Available (N/A)** - | Bidder is not able to provide the solution/functionality |
| **Development or Future Release (D)** | Bidder is planning on releasing the functionality in an upcoming release within a period of 12 - 24 months Provide an estimate for the release date |
| **Partial Configure (PC)** | Functionality available through an optional/add-on component/third party/module of the base product, Configuration may also be required. Indicate any solutions and identify all additional costs |
| **Customization (C)** | Functionality is not directly supported but customization is required to meet the intent of the requirement. Indicate any solutions and identify all additional costs |
| **Comments -** comments or explanation to be noted |  |

# FINANCE ERP REQUIREMENTS - MD1.0 Master Data

|  | **General Requirements for All Modules** |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| **Req. #** | **Requirement** | **Vendor**  **Response** | **Delivery Method** | **Comments** |
|  | There is provision for:   * Up to 15 Concurrent Users of the system between Membership & Development * Up to 7 Concurrent Users of the system between Events & Program * 1 Concurrent User for IT * 1 Concurrent User for Finance | Choose one. | Response code. |  |
|  | The system must be modular in design so that new application components can be  integrated with the system to accommodate a phased implementation or expansion | Choose one. | Response code. |  |
|  | The software is off-the-shelf; this is not a request for software development | Choose one. | Response code. |  |
|  | Stability - The system is expected to have proven reliability and in operation at a number of locations | Choose one. | Response code. |  |
|  | Easy to use - Intuitive, consistent look and feel across all components of the system | Choose one. | Response code. |  |
|  | Ability to standardize function keys across all components of the system | Choose one. | Response code. |  |
|  | Allow for ease of data entry, extensive use of drop down lists, defaults and filters where logic allows | Choose one. | Response code. |  |
|  | User definable menus, fields and database tables | Choose one. | Response code. |  |
|  | Drop-down lists maintenance should be accessible to selected level users | Choose one. | Response code. |  |
|  | Contents of drop-down lists should be ordered alphabetically or by usage frequency | Choose one. | Response code. |  |
|  | Users should be able to short-cut the scrolling process in a drop-down list by typing in the first letter of the item desired (context sensitive) | Choose one. | Response code. |  |
|  | Provide operations manuals (both on-line and hard copy), data model and context sensitive on-line help with customizable help screens. All context-sensitive help guide in editable MS Word format | Choose one. | Response code. |  |
|  | Provides technical documentation, to include system flow charts, program narratives, data dictionaries, file layouts and database schema | Choose one. | Response code. |  |
|  | Ability to take advantage of current and emerging technologies such as:  • EFT/BAI  • Internet – E-government/E-business/E-receipts | Choose one. | Response code. |  |
|  | System must support Bar-coding, Mag-stripe, or Proximity Card technology | Choose one. | Response code. |  |
|  | Support remote access, where such remote access arrangement has been established by Toronto Zoo | Choose one. | Response code. |  |
|  | Provides interface with standard desktop applications, including fax, email and MS Office | Choose one. | Response code. |  |
|  | Administrative functions can take place while other users on active on the system | Choose one. | Response code. |  |
|  | Includes features to automatically recover from system errors | Choose one. | Response code. |  |
|  | Identifies the required fields which are needed to create an account. Highlight mandatory fields | Choose one. | Response code. |  |
|  | The system should provide controls to prevent incomplete or incorrect data from being  processed | Choose one. | Response code. |  |
|  | Web enabled, mandatory for those functions that offer direct public access via the Internet - ability to keep the data synchronized continuously between the Web enabled public access modules (that resides outside of Toronto Zoo network) and the main system (residing within the Toronto Zoo network) | Choose one. | Response code. |  |
|  | Allow for keyboard control over data entry (i.e. tab from field to field rather than having to mouse-click) | Choose one. | Response code. |  |
|  | Full integration among modules allowing for single entry of data to update all affected files - eliminating all duplicate entry of data | Choose one. | Response code. |  |
|  | Ability to auto-populate information upon entry of key information (membership id, event id, etc.) | Choose one. | Response code. |  |
|  | Allows a user to navigate through the system, using hot key combinations in addition to mouse clicks | Choose one. | Response code. |  |
|  | Ability to scroll from drop list based on first key entry, reduced drop down listing with second key entry, etc. | Choose one. | Response code. |  |
|  | System to automate capitalization formatting where required | Choose one. | Response code. |  |
|  | Ability to hide various screens/modules that are not required for current user (or to simplify screen for staff training purposes) - Content Management | Choose one. | Response code. |  |
|  | Pre-define screen prompts for different applications and by user preferences | Choose one. | Response code. |  |
|  | Validates and pre-populates city and province by entering first 3 alpha/numeric Canadian postal codes and accommodates postal code formats for multiple countries | Choose one. | Response code. |  |
|  | Must be able to set defaults on various fields as pre-defined by each user: -city defaulted to Toronto -province defaulted to Ontario -phone area code defaulted to 416 -solicitations, campaigns, appeals to be defaulted at any time as determined by user -etc. | Choose one. | Response code. |  |
|  | Ability to customize presentation/visibility of all fields according to use (new applicants vs. renewals vs. sales with parking, etc.) | Choose one. | Response code. |  |
|  | Flexibility to handle both individuals, organizations, and groups in the same system | Choose one. | Response code. |  |
|  | Ability to auto email (either individual or in bulk) with specific/individualized information | Choose one. | Response code. |  |
|  | Able to combine or delete duplicate accounts and merge transaction history between two records | Choose one. | Response code. |  |
|  | Provide real time data access | Choose one. | Response code. |  |
|  | System must be able to accommodate program expansion with availability of multiple fields/cells for future use, as per user defined in the future | Choose one. | Response code. |  |
|  | The system must be able to easily expand to include new capabilities without negatively impacting previously implemented functionality | Choose one. | Response code. |  |
|  | Archiving and purging capabilities | Choose one. | Response code. |  |
|  | Ability to provide a user defined queries by full or partial ID #, name, address, phone # or any other available fields | Choose one. | Response code. |  |
|  | User definable linkage to Zoo's chart of accounts | Choose one. | Response code. |  |
|  | Ability to table-define at least 6 hierarchy levels for each major entity (I.e. for reporting) | Choose one. | Response code. |  |
|  | Ability to search on-line by various fields and entries, and by descriptions or words within the description or textual fields | Choose one. | Response code. |  |
|  | Allows unlimited query types by which a user can define views or table or simply reference individual tables to extract data from the database | Choose one. | Response code. |  |
|  | Supports an easy mail-merge link between the system and word processing to personalize mailings | Choose one. | Response code. |  |
|  | Offer full and open access to the database to easily exchange data with other systems | Choose one. | Response code. |  |
|  | Must be able to update/upload database either individually or by mass in varying file format | Choose one. | Response code. |  |
|  | Support for wireless, hand-held devices for use by the Toronto Zoo staff (e.g. to set up an additional control entrance/opening, to set up a booth to sell membership, etc.). The Toronto Zoo uses WPA2 wireless security. | Choose one. | Response code. |  |
|  | Must be compatible with the Toronto Zoo technology environment:  - Security based on Active Directory - Microsoft Windows server 2008 - Microsoft SQL Server 2005/2008 - Novell network, Cisco routers and firewalls - GroupWise /Outlook email - Microsoft XP/Windows 7 - Microsoft Office 2007/2010 - Crystal report writer | Choose one. | Response code. |  |
|  | Dashboard capability with user defined metrics | Choose one. | Response code. |  |
|  | View Only functionality between all modules | Choose one. | Response code. |  |
|  | View Only does not require additional licensing | Choose one. | Response code. |  |
|  | Ability to upload, verify and purge external listing from any given file format (xls, txt, csv, etc) | Choose one. | Response code. |  |
|  | Ability to generate e-receipts |  | Response code. |  |

**GENERAL Security Functional Requirements**

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| **Req. #** | **Requirement** | **Vendor**  **Response** | **Delivery Method** | **Comments** |
|  | The system must provide security controls to prevent unauthorized access to databases, and to maintain database process controls | Choose one. | Response code. |  |
|  | Default security profile, association, and work flow path to reduce data entry | Choose one. | Response code. |  |
|  | The system must support multiple levels of security based on user login | Choose one. | Response code. |  |
|  | Ability to establish electronic authorization controls (use of password) to restrict data entry access | Choose one. | Response code. |  |
|  | Incorporates multi-level system security features that control access to functions file inquiries and update capabilities based upon individual logins | Choose one. | Response code. |  |
|  | Provides transaction audit trail listings for all file modification and tracking of changes performed. Stores past information and tracks data changed - when and user who made the change | Choose one. | Response code. |  |
|  | Provides ability to further segment the transaction audit trail data by producer within the database, reports and through the application user or through database level triggers. | Choose one. | Response code. |  |
|  | Unique user ID's and passwords with corresponding security access | Choose one. | Response code. |  |
|  | Ability to force users to change passwords based on user-identified frequency (eg, first log-in, every 3 months) | Choose one. | Response code. |  |
|  | Provide security to limit availability of application software screens, data elements, and the contents of data elements to specific business functions | Choose one. | Response code. |  |
|  | All aspects of the computer functionality (e.g. POS, Reporting, etc.) must function on the Toronto Zoo network, being part of the City of Toronto's protected locked down network | Choose one. | Response code. |  |
|  | Integrate with Windows/domain security | Choose one. | Response code. |  |
|  | Ability to override security settings by system administrator or designated staff with the security level | Choose one. | Response code. |  |

**APPENDIX A.2 - Functional Requirements**

|  | **GENERAL Reporting** |  | |  |
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| **Req. #** | **Requirement** | **Vendor**  **Response** | **Delivery Method** | **Comments** |
|  | Provide a list /sample of all standard reports and forms within proposed system | Choose one. | Response code. |  |
|  | Easy to use reporting tool where users can create and modify report layout and content using selections from drop down menus | Choose one. | Respond code. |  |
|  | Provide real time reporting | Choose one. | Respond code. |  |
|  | Provide reporting based on outcome or what if scenarios | Choose one. | Response code. |  |
|  | Ability to maintain distribution lists for reports and make the lists available through electronic media | Choose one. | Response code. |  |
|  | Ability to provide ad hoc reporting capabilities using either internal report writing capabilities, an external report writer or SQL access to the database files | Choose one. | Response code. |  |
|  | Ability to provide rollup reporting capability – i.e. provide information, both operational and statistical at cost centre/division/fund/entity levels | Choose one. | Response code. |  |
|  | Ability to produce management reports | Choose one. | Response code. |  |
|  | Ability to accumulate and report on year to date total (for multiple years) | Choose one. | Response code. |  |
|  | The use of a common and sophisticated report writer used across all modules | Choose one. | Response code. |  |
|  | Reports can be printed or viewed on screen on a shared network environment | Choose one. | Response code. |  |
|  | Ability to create custom reports and edit canned reports | Choose one. | Response code. |  |
|  | Periodic (daily, weekly, monthly, annually, etc) detail and summary reporting of various statistical reports (Campaign/Event snapshots) - canned financial reports with ability to modify | Choose one. | Response code. |  |
|  | YTD and comparison totals to other time frames including previous year and budget (Dashboard reports, canned and ad hoc) | Choose one. | Response code. |  |
|  | Generate acknowledgment letters based on classification purchased or other user-defined criteria | Choose one. | Response code. |  |
|  | Ability for end user to run pre-defined reports with basic query options | Choose one. | Response code. |  |
|  | Allows data extraction and reporting by third party tools such as Crystal Reports or MS SQL Server Reporting Services. | Choose one. | Response code. |  |
|  | Schedules print jobs and directs a report to a file, word processor or spreadsheet; allows on-line viewing and deferred printing or for reports to be automatically emailed as a pdf attachment | Choose one. | Response code. |  |
|  | Budgeting capabilities including general ledger, control, narratives, monitoring capabilities, forecasting, and reporting. | Choose one. | Response code. |  |

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**State of Work (SOW) Requirements**

Proponent must provide a Statement of Work that will identify:

* Project Plan
* Configuration Management Plan
* User Acceptance Testing Plan
* Risk Management Plan
* Training Plan
* Staffing Level and Expertise
* Billing Plan
* Scope Management Plan
* Business Process Design and Software Installation Plan
* Hardware Recommendations
* Software Testing Plan
* Configurations and Customization Plan
* Enhancements and Modification plan
* System Interface Development Plan
* Data Conversion Plan
* Workflow & Security Configuration
* Support and Software Upgrade Plans