

REQUEST FOR QUOTE: CASE MANAGEMENT SYSTEM

IMPORTANT INFORMATION

- The client is a labour union and a not for profit corporation.
- Indicate all applicable taxes payable in your quote.
- If you cannot provide any of the requested elements, please indicate these limitations, and where possible, provide alternatives or explanations of why the elements have been omitted.

GENERAL DESCRIPTION OF REQUIRED SOFTWARE SYSTEM

- The system shall aid in the documenting, processing, adjudication, and administration of grievances initiated by members of the Concordia University Part-Time Faculty Association (CUPFA) the Concordia University management.
- The system shall support the activities of CUPFA's Grievance Officer by providing the above bureaucratic infrastructure for the management of grievances cases, as well as providing facilities for the historical research of previous cases for the purpose of better articulating current cases, and providing facilities for determining historical context in the development of CUPFA's advocacy and negotiation strategies.

INITIAL FUNCTIONAL REQUIREMENTS

- open grievance case file;
- input information about parties to grievance;
- describe events and actions giving rise to grievance;
- add events and case notes to the grievance case file as it evolves;
- add supporting documents to the grievance and if necessary (i.e. if scanned typeface) processing them so they are searchable (i.e. apply OCR so that supporting document is searchable);
- submit completed grievance to university management;
- resolve (i.e. close) the grievance indicating type of resolution and terms of resolution;
- keyword search of all grievances returning relevant grievances and presenting useful grievance details;
- implement document management policies for grievances and associated documents (i.e. retention and purging policies);

INITIAL NON-FUNCTIONAL REQUIREMENTS

- system is remotely accessible;
- complete periodic backup of system and data;
- system hosting and data storage;
- support service for system maintenance, modifications, troubleshooting, revisions, and upgrades.

DEADLINES:

- Bids must be submitted no later than May 5, 2016.
- Final product target delivery date by August 31st, 2016.

BID SUBMISSION:

- Email bids directly to the attention of Me Patrice Blais, Vice-President Grievance and Collective Agreement at blais.patrice@gmail.com
- Bids that do not respect the above deadlines may not be considered.