

Parks, Recreation & Culture

REQUEST FOR PROPOSALS

Supply, Implement and Support Recreation Software
RFP50229 - Addendum 1

Release date: December 5, 2018

Proposals will be received up to
3:00:00 pm local time on Thursday, December 20, 2018

Contact: Michael Hatfield
Procurement Officer
Municipality of East Hants
Telephone: (902) 883-7098, Ext 232
Email: mhatfield@easthants.ca



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QUESTIONS

The following questions have been received:

On page 37 of the RFP, East Hants mentions that there are programs offered in facilities not owned by East Hants. Can the Municipality provide more information on how this is done? For example, is payment taken at the facility where the program is offered, or online/on-site at East Hants facilities?

Payment is taken on-line or at one of the Municipal sites with a Point of Sale system. There is no requirement to tender sales at these non-owned locations. The non-owned location would need to be available as a Facility or Complex, as appropriate, for selection in those transactions.

Page 38 of the RFP states that the ability to provide integrations with SAP would be considered an asset. Can the Municipality please clarify what type of integration they would prefer with SAP (e.g. bi-directional)?

The intent of this statement is for you to describe any integrations with SAP you may have available which we may consider when determining the value of your proposal. If these are custom integrations built for existing clients, include a summary of the integration and an assessment of the time, effort, and cost necessary to customize them to our situation, if such time, effort and cost are not already included in the proposal.

On page 40 of the RFP, East Hants mentions entering SKU data. Can the Municipality please clarify the following statement as the wording is unclear: "Describe any available uploads which may be included the price provided by the proponent at no additional charge"

The intent of this statement was for the Proponent to identify files which the Proponent may have which would make the creation of SKUs simpler, such as a list of common SKUs and related information to populate the fields of the SKU (colour, size, unit of measure), like for clothing or other common items for re-sale. East Hants recognizes that the Proponent may not have any such files.

Can the Municipality provide more information and clarification on the following requirements listed in Appendix D section D.5 Data Security and Environment (page 41 of the RFP):

- Safe harbor provisions
- Financial protections within supply chain

While Canada has not been subject to Safe Harbour provisions, this comment was included in case the Proponent had operations where such provisions were in place. We weren't aware that these provisions have been struck down and therefore remove the requirement for Proponents to comment on these.

As to protections within the supply chain, East Hants recognizes that some proponents may have relatively flat structures with few or no subcontractors or third party providers. The intent of this requirement is to have Proponents speak to the risks and related mitigations if such relationships exist in their supply chain. If they do not exist, simply indicate that there are no such relationships. If there are such relationships, please speak briefly to the risk mitigation in place.