



300-2023 A ADDENDUM 1

PROVISION OF INFORMATION TECHNOLOGY SERVICE MANAGEMENT (ITSM) SOLUTION

URGENT

PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE BID/PROPOSAL

ISSUED: Oct 27, 2023
BY: Mark Doornbos
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THIS ADDENDUM SHALL BE INCORPORATED INTO THE BID/PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS

Template Version: Add 2021-03-05

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Bid/Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 10 of Form A: Bid/Proposal may render your Bid/Proposal non-responsive.

PROPONENT'S CONFERENCE

The link to recording is:

http://www.winnipeg.ca/Finxfer/download.aspx?folder=300-2023A-RFP_ITSM_Proponents_Conference-Recording

QUESTIONS AND ANSWERS

- Q1: Regarding our status as partner to Solution Vendor and the exclusive entity authorized to host Solution Vendor solutions in Canada, we would like to include this information in our intent to bid. Could you kindly advise us on the appropriate section to provide this information?
- A1: The Proponent can include this info in General Firm profile requirement during either the additional screening criteria or Stage 2 telephone interview.
- Q2: In reference to section 3.2.4, we would like to understand the specific criteria for qualification.
- A2: The City will evaluate the intent to bid forms for completeness only.
- Q3: Concerning Schedule A - A2.04, will the evaluation scores be shared with the proponent after the submission?
- A3: No. The Proponents may request for debrief in accordance with Section 9.1 of the RFP document.
- Q4: Is the Affordability Threshold of Schedule B in CAD or USD?
- A4: The Affordability Threshold of Schedule B is in CAD.