



DEPARTMENT OF FINANCE

PROCUREMENT SERVICES

95 Rochford Street, 2nd Floor South, Shaw Building, Room 27

PO Box 2000, Charlottetown, PEI, C1A 7N8

Telephone: (902) 368-4040 or Facsimile (902) 368-5171

ADDENDUM # 2

For RFP # 5126

TO: All Bidders

FROM: Procurement Services

DATE: 18-Sep-2018

SUBJECT: Questions and Answers

No.	Question	Answer
1	If our company is successful in winning this contract to help the Province determine it's Enterprise Case Management requirements, would that eliminate us from being able to eventually bid on a future RFP to provide an Enterprise Case Management software solution?	This would not eliminate responding to future RFPs with the Government of Prince Edward Island. Note: The expectation of successful Vendors is to follow the methodology and approach documented in the 'Government of British Columbia – The Service Design Playbook' such that we complete Business Process Redesign without a specific Technology Solution in mind.
2	Whether companies from Outside Canada can apply for this? (like, from India or USA)	This RFP is an open bid. Companies from outside Canada can bid on this RFP, however refer to Section 3.2 of the RFP for details about Business Registration.
3	Whether we need to come over there for meetings?	It is expected that an onsite presence will be required to effectively deliver on the RFP Requirements.
4	Can we perform the tasks (related to RFP) outside Canada? (like, from India or USA)	The Government of PEI is open to tasks being performed outside of Canada. Details will be confirmed during contract negotiations with the successful Proponent.

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5	Can we submit the proposals via email?	Bids will not be accepted via email. Section 1.5.3 of the RFP states - "The Province will not accept proposals submitted by facsimile transfer, email, or any other electronic means."
6	Is your RFP seeking someone to help develop a brand new product, or are you looking for a system that's already developed that you can modify to meet your exact needs?	The RFP is intended to assess Business Processes. It is not intended to develop a new product or implement a system.
7	Has the Government of PEI already selected a case management system to implement? Or is the BPR efforts to inform the future RFP and procurement process?	The Government of Prince Edward Island has a number of disparate Case Management Systems. The Business Process Redesign will ready our Departments for a future digital solution.
8	Are the professional services requested for in this RFP solely for facilitation and business process redesign services? Or is there an expectation that other services (e.g. RFP/procurement, project management for implementation, change management/training) be provided?	The RFP is for facilitation of business process redesign only.
9	Would a team approach be acceptable? Or are you looking for a single resource?	A Team Approach is acceptable.
10	Is there a cap that the project budget should not exceed?	A cap has not been defined at this time.
11	On page 3 section 1.1 of the RFP, it states "This RFP will create a standing offer list of Proponents who are eligible to complete scopes of work as identified by Government." Does this mean that if a company does not respond to this RFP that they won't be eligible for future work? Also, can you please share some insight on potential future work?	The Government of Prince Edward Island will engage Vendors from the Standing Offer for Business Process Redesign. Projects outside of the scope of Business process Redesign would require a separate RFP.
12	What resources will be provided by the Government of PEI or other partners to work with the successful proponent on this work?	The Government of Prince Edward Island expects Proponents to propose the Government resources required to complete Business Process Redesign.
13	Is it acceptable for the work not requiring facilitation/engagement to be done remotely (e.g. documentation writing)?	Yes.
14	As there is a prototyping component to the BC service design Playbook, is the proponent expected to design these processes using data models and architect the services in an application? (i.e. is there an IT delivery component to this RFP?)	There is no expectation of an IT delivery component for this RFP.

No.	Question	Answer
15	Are proponents expected to respond to the RFP in two parts: a. developing the methodology for business process re design (i.e. using Lean BC's DMAIC methodology) specifically for case management systems; and b. for the capability of ongoing design of business services and web services using the BC Design Playbook?	Proponents are expected to respond to the RFP for facilitation of business process redesign. There is no expectation that a methodology will be developed for case management systems, although the Government of Prince Edward Island may leverage the deliverables from this engagement for future self-serve Business Process Redesign.
16	If the answer to #2 is "both a. and b.", would b. apply to just case management systems and processes or all citizen service processes that GPEI could expect to provide digitally?	This Standing Offer RFP could be used for any citizen service processes within the Government of Prince Edward Island.
17	Can we have an extension on the Sept. 18th deadline to submit questions?	We are not able to offer an extension on the Deadline for Questions of 18-Sep-2018.
18	Can we have an extension on the October 2nd deadline for the RFP submission?	We are not able to offer an extension on the Submission Deadline of 02-Oct-2018.

END OF ADDENDUM.

Please return this sheet with your formal bid proposal.