



DEPARTMENT OF FINANCE

PROCUREMENT SERVICES

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ADDENDUM # 2
For RFP # 5488

TO: All Bidders

FROM: Procurement Services

DATE: June 10, 2020

SUBJECT: Questions and Answers

No.	Question	Answer
1	Who operates the call centre? If the vendor operates the call centre what would be the hours of operation?	Call center will be operated by Tourism PEI. The call center will be operational from approximately April 1st until mid-Oct. Hours of operation will be determined.
2	Will vendors be given the opportunity to demonstrate their product prior to award?	No demos needed.
3	Is Mandatory Requirement 2.03 in reference only to the public reservations interface?	This is only for the public reservations interface.
4	In reference to Functional Requirements, is the vendor required to provide a proponent response and additional detail if they are compliant with the functional requirement?	Yes, as per Proponent Instructions listed on "Functional Requirements" tab

5	In reference to the Administration & Configuration Management - 1.01 Functional Requirements Worksheet, What is a code table?	<p>This is part of the administration of the system. There are specific fields that an administrator may want to add, update a term or mark an inactive. These would be the values in a drop down available for a user to select.</p> <p>An example would be a reason the customer is checking out. Perhaps they have a list of values and decide to add a new one "Covid19" or something similar.</p>
6	In reference to section A.1.0 General - 1.04 Mandatory Requirements Worksheet, the Proponent must have its resource(s) available to meet the implementation date of March 1, 2020. This date is in the past. What is the correct date?	Mid of October 2020.
7	Is the vendor expected to propose a complete In-Park solution which includes computer hardware, peripherals with Internet connectivity.	No

END OF ADDENDUM.

Please return this sheet with your formal bid proposal.