

August 6, 2024**Addendum No. 03****File Reference Number: RFP 2024 034****Title: Ticketing System Solution****RE: Clarifications/Questions**

Please refer to the following information / clarifications:

Item 1: Please can ONTC confirm that the evaluation of "Functional Fit", as noted on the 5th page of the RFP Data Sheet, under the Technical Proposal Evaluation Criteria section, refers to a score derived from the completion of the file "ontc_rfp_appendix_a_-_requirements_master_workbook_-_ticketing_system_solution.xlsx", being worth 50 points?

Answer: The Functional Fit Score of 50 is compiled directly from the evaluation of ONTC RFP Appendix A - Requirements Master Workbook - Ticketing System Solution.

Item 2: Please can ONTC illustrate how a score will be generated from the completion of the file "ontc_rfp_appendix_a_requirements_master_workbook_ticketing_system_solution.xlsx"? Specifically identifying the weighting of each of the Priority (Critical to Nice to Have) and Proponent Rating (M1 to N) and the sum of all parts to achieve a score of 50?

Answer: ONTC will not be providing an illustration, or any further breakdown of the evaluation criteria previously provided for in the RFP documents.

Item 3: Please can ONTC confirm whether there is any weighting to any Requirements within the Respondent Fit (Narrative Proposal)? i.e. those requirements within each section of 1-7 (from Executive Summary to Contract Schedules, respectively).

Answer: ONTC will not be providing a further breakdown of the evaluation criteria previously provided for in the RFP documents.

Item 4: Please can ONTC publish its scoring mechanism and guidelines for narrative responses? How does a respondent achieve maximum marks; or, for example, if using a scale of 0-10, what separates a score of 7 from a score of 9?

Answer: ONTC will not be publishing their scoring mechanism, or any further breakdown of the evaluation criteria previously provided for in the RFP documents.

Item 5: Please can ONTC clarify how Implementation Estimates are considered for evaluation and progression to a Selected Respondent and ultimately Contract, if they are only provided as rough order of magnitude estimates (and with a variance range in the pricing schedule), yet included within the overall pricing score calculation? Are these rough order of magnitude estimates therefore excluded from a fixed price commitment when progressing to a contract?

Answer: Please note that ONTC has now updated "ONTC RFP Appendix B – Pricing Schedule". ONTC has removed the Estimated Range (+/- %) and the Low Range Estimate and High Range Estimate. The total price submitted in Appendix B will be used for evaluation purposes and ultimately used for the Final Agreement entered into with the Successful Respondent.

Please replace "ONTC RFP Appendix B – Pricing Schedule" with the "ONTC RFP Appendix B – Pricing Schedule – Updated_Addendum_No.03", which forms part of this Addendum.

Item 6: In the file "ontc_rfp_appendix_b_-_pricing_schedule.xlsx" please can ONTC confirm which cells, across all worksheets will be summed to create each Respondent's price? If the Respondent's price that is used in the Pricing Proposal Evaluation Criteria calculation is derived by a formula, then please specify this formula?

Answer: ONTC will be using the total of all Soft Costs, Implementation and Support & Maintenance Costs when calculating score for price. The formula has been provided for in the RFP documents.

Item 7: Please provide guidance on what variances the Support, Maintenance, and ongoing costs (Post Implementation Services) ONTC consider acceptable? Is ONTC considering a support model that is based on time and materials?

Answer: ONTC would be looking for technical support, ongoing maintenance costs, training support and any other items that the Respondent is able to offer.

Regards,

Ashley Commanda
Manager, Public Procurement
Ashley.Commanda@ontarionorthland.ca