



Date: May-24-19
To: Bidders for Norfolk County Bid No. ECS-IT-19-02
Recreational Management Software
From: Carly St. Amand, Administrative Coordinator, Employee and Corporate
Services
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Subject: Addendum No. 3 (5 pages)

ADDENDUM No. 3

This Addendum shall form part of the Contract Documents.

The Bidders should acknowledge receipt of this Addendum on the Submission Form – Appendix A.

1. Question:

What is the current number of current members?

Answer:

The total number of punch cards/memberships in 2018 was 469.

2. Question:

What was the 2018 revenue from members?

Answer:

The total revenue associated with these sales are \$30,347.00.

3. Question:

What is the current amount of staff class users?

Answer:

55 Users.

4. Question:

How many staff are part of the Parks & Recreation Department? How many full-time FTE and how many casual or contract staff?

Answer:

Total FTE for the Parks & Rec Department (including Admin & Client Services Staff) is 84.3 – This is full time equivalents, not full time bodies and would include student hours, casual hours, contract hours, full time & part time hours.

- Full Time (including permanent part time) are 55*
- Casual/Contract – 20*

*these numbers do not take into consideration students

5. Question:

Will Norfolk County have organizations or other stakeholders involved in the project or using the software modules?

Answer:

No this is not expected.

6. Question:

Please clarify how many staff will require training and of these staff how many will require training on all modules and how many will require training just on a specific area of specialization such as facility rentals.

Answer:

Full Module Training would be between 8 and 12 staff members. Specialized Training on specific areas would range between 25-30 staff members. Staff that have received full module training would be responsible for providing training to new hires or temporary employees.

7. Question:

Disaster Recovery Plan - What level of Disaster Recovery is Norfolk County looking for? E.g. High availability fail over or the ability to backup and restore?

Answer:

High availability fail over.

8. Question:

Please clarify what is meant by third party verification?

Answer:

The third party verification relates to allowing Norfolk County to hire a third party contractor to do a security inspection/audit of all data centres where Norfolk County's data would be located. This inspection could be a future requirement of the County's cyber insurance policy.

9. Question:

Can we attach additional supporting documentation to support a question response e.g. screenshots and more details that will fit within the PDF layout?

Answer:

Yes additional supporting documentation can be attached and referenced within each section of Attachment A.

10. Question:

What is Bramfilter as defined and utilized by Norfolk County?

Answer:

Disregard the word "BramFilter". Item 14 of Section A. Overall Requirements should read as follows: Dynamic search capability for the online user with the ability to apply progressive filters based on multiple variables.

11. Question:

What other systems would our software need to be integrated with in respect to POS Section Question #5 and Question #11?

Answer:

At present there are no other software systems that would require POS integration. The questions are directed to determine if the proposed system would support integration with other software systems for future use.

12. Question:

Who is Norfolk County's current credit card processor?

Answer:

Moneris.

13. Question:

How do you currently invoice and receive payment for services/facilities from 3rd parties?

Answer:

Through the 3rd Party Billing mechanism in CLASS. Registrations/Facility Bookings are placed on the users account and then 3rd party billed to a 3rd party.

14. Question:

Do you currently have or plan to use NFC for other devices that support barcode scanning from a device such as a cell phone to allow entry/scan a membership?

Answer:

At present there is no use of NFC for other devices that support barcode scanning. It might be something to consider in the future but at present there is no plans for this technology.

15. Question:

What EFT and EDI transfers does Norfolk County currently use in relation to the Finance section Question #8?

Answer:

Norfolk County does not currently accept EFT payments and does not have any EDI transfers in place in the current system.

16. Question:

What is the current interest application process and percentage in relation to the Finance Question #14?

Answer:

The current system does not allow for Interest application. It must be done manually. Interest is to be applied at 1 & 1/4% per month or 15% per annum.

17. Question:

Can you clarify what you mean by Cancellation Impact Management in the Additional Functionality section Question #5.

Answer:

The functionality of the system to be able to provide detailed reporting based on cancellations:

- Loss of Income as a result of cancellations
- Is the system able to measure cancellations – in both facility booking & program registration modules – ie. What percentage of cancellations occur, per month, per facility, per program type, etc.
- Is there the ability to have a variety of cancellation policies – a system that can tolerate for example – a 24 hour cancellation notices, 2-3 days (72 hours), 7-14 days, etc.

18. Question:

Are you sharing the RFP docs in an editable format (MS-Word)?

Answer:

No.

End of Addendum