



# IT Service and Facilities Maintenance Management System

**RFP #RPL-2025-04**

## **Addendum #1**

This Addendum shall be incorporated into the request for proposal and shall form part of the contract documents.

**October 1, 2025**

**Clarifications to RFP Document:** The following is a list of bidder-submitted questions and the associated Regina Public Library response. Firm names have been removed however the wording of the questions is otherwise identical as received.

1. Would the Library be open to receiving alternative pricing options for a multi-year term agreement, where additional discounts could be provided? If so, how would you recommend we provide these options?

**RPL Response:** Yes, we are open to this. If you'd like to provide multi-year options, simply include the options in the response.

2. The RFP states that the system should be installed and in use before the end of December 2025. Can you clarify whether this is a firm requirement or more of a target timeline?

**RPL Response:** We have our facilities department replacing a system that will no longer even be available after December. It's important we onboard them before the end of the calendar year. If our facilities department can be onboarded with basic trouble ticket open / close functionality, the rest of the solution, including onboarding IT and other departments can wait.

3. The RFP requests “Corporate” client references. Can you confirm if this is accurate, or if you would prefer “Public Sector” client references instead?

**RPL Response:** Public sector references are preferred, but if not available, corporate references are fine.

4. Does RPL require text responses (vendor notes) on every line item in the Excel file after we have answered “Are you able to execute this use case?” and provided a vendor score, or may we decide on a line-by-line basis where to include notes?

**RPL Response:** No, answer what you feel is pertinent or appropriate. Don’t feel compelled to write something for every line.