

Addendum #1 October 9, 2026

RFP TOTR-2026-05 Managed IT Technology Services

Revised Submission Deadline: Thursday, October 22, 2026, at 2:00 pm ADT.

This revised deadline supersedes the original submission deadline of October 15, 2026.

Please note that the information provided regarding the Town's current IT environment is approximate and based on our present understanding. These figures and details are intended to provide a general overview and may be subject to confirmation.

On-Site and Service Model

Question 1: How will "on-site availability in Three Rivers" and local response be evaluated?

Is a scheduled on-site visit (for example, monthly or quarterly) combined with remote support and on-demand dispatch acceptable, or is a local presence expected?

Answer: Yes, a combination of remote and on-site support is acceptable. However, the Town requires timely on-site assistance when necessary.

Question 2: What on-site frequency does the Town currently receive or expect?

Answer: On-site visits will be required on an as-needed basis, depending on the Town's operational requirements.

Question 3: Are proponents permitted to use subcontractors or local partners for on-site work, and how will that be considered in evaluation?

Answer: Subcontractors will be considered; however, all proposed subcontractors must be identified in the proposal.

Environment

Question 4: Are there any key software applications, systems, or platforms used by the Town that would be important for proponents to understand?

Answer: Key applications currently used by the Town include ViewWorks, Sage 50, and Asyst.

Question 5: Approximately how many users, locations, and devices (workstations, servers, network equipment) will be covered, and what is the approximate number of support tickets per month?

Answer: Approximately 29 laptops/computers within 4 locations and 1 server. A detailed inventory of network equipment is not currently available but can be confirmed with shortlisted proponents. The average number of monthly support tickets is also not currently available.

Question 6: Which Microsoft 365 licensing and security tools are currently in place?

Answer: Microsoft 365 Business Basic is currently in use. Security details will be confirmed with shortlisted proponents.

Question 7: Is there a current annual budget or spend for managed IT services?

Answer: The Town has not established a budget amount for this RFP; Proponents are encouraged to submit competitive pricing based on the scope of services outlined.

Requirements

Question 8: Can the \$5,000,000 Commercial General Liability requirement be met through a combination of primary and umbrella or excess liability policies?

Answer: A combination of primary and umbrella or excess liability coverage may be considered, provided the combined policies meet the Town's \$5 million Commercial General Liability requirement and provide equivalent coverage. Please clearly identify the proposed coverage in your submission.

Question 9: Is a PEI business licence or local registration required, and are there specific privacy requirements for staff and subcontractors (for example, under the PEI Freedom of Information and Protection of Privacy Act)?

Answer: No PEI - specific business licence or local registration is required to submit a proposal; Proponents are expected to comply with all applicable business registration and privacy legislation and requirements.

Question 10: Should 24/7 critical-incident coverage be included in the fixed monthly fee, or may after-hours support be priced as a separate line item?

Answer: The Town does not typically require 24/7 support; however, in the rare event of an emergency, assistance may be necessary. Proponents are asked to clearly identify any additional costs associated with after-hours or emergency support in their proposals.

Service Expectations

Question 11: Are there any particular pain points, challenges, or service improvements the Town is hoping to achieve through this RFP that proponents should consider in their response?

Answer: The Town's primary objective is to ensure reliable, efficient, and seamless IT operations, with timely technical support, minimal service disruptions, and proactive maintenance. We value clear communication, responsiveness, and a proactive approach to identifying and addressing potential issues.

Submission

Question 12: Please confirm that the closing time of 2:00 PM is Atlantic Daylight Time, and that proposals may be submitted as a single signed, searchable PDF by email.

Answer: Yes, the revised submission deadline is Thursday, October 22, 2026, at 2:00 pm ADT. Proposals may be submitted as a single signed, searchable PDF by email, with the subject line as specified in the RFP

This addendum forms part of the Request for Proposals for Managed IT Technology Services. All other terms and conditions of the original RFP remain unchanged unless otherwise specified in this addendum.

Proponents are responsible for reviewing and incorporating the information contained in this addendum into their submissions.