



Addendum #2

REQUEST FOR PROPOSALS

RFP 01-21 Information Technology Support Services Addendum #2

Issued Jan 27th, 2021

The Strathcona Regional District (SRD) wishes to issue the following Addendum to its "Request for Proposals – RFP 01-21 Information Technology Support Services".

Proponent Question 1:

Rather than submit a paper submission, can proponents submit their proposal electronically?

Response Question 1:

Our requirements are that printed copies be received by the deadline as outlined on pages 6 and 7 of the posted RFP.

Proponent Question 2:

Is there an official deadline for proponents to submit questions or will questions be accepted until the closing date?

Response Question 2:

It is recommended that proponents ask clarifying questions well in advance of the RFP closing date to ensure accuracy.

Proponent Question 3:

Are all of the existing Hardware – Scale Hosts, Barracuda, Laptop, Workstation, PoE switches etc. under active support contract?

Response Question 3:

Yes.

Proponent Question 4:

What are the model numbers of the Scale Computing hypervisor hosts? HE500, HC3250DF etc.?

Response Question 4:

GRD-Host1	HM32P-128
SRD-Host1	HM12.96T-64
SRD-Host2	HM12.96T-64

SRD-Host3 HM12.96T-64

Proponent Question 5:

Are the on-premise Microsoft IIS and SQL physical or virtual servers?

Response Question 5:

Virtual servers.

Proponent Question 6:

What is the HW/Virtual specs of the on-premise Microsoft SQL 2008 R2 servers?

Response Question 6:

2.10 GHz, 8 core/16 GB RAM, c: 429 GB, e: 107 GB, 10 Gbps virtual NIC.

Proponent Question 7:

What is the usage capacity of the Barracuda 690 backup appliance currently?

Response Question 7:

4.7 TB.

Proponent Question 8:

Are there any offsite backup copies – cloud or tape?

Response Question 8:

Cloud.

Proponent Question 9:

What are the make and model of the wireless access points?

Response Question 9:

OpenMesh A42

Proponent Question 10:

Is there a high-level network diagram of a171 ~250 nodes?

Response Question 10:

No.

Proponent Question 11:

Are OS upgrades in-scope?

Response Question 11:

Yes.

Proponent Question 12:

How many VPN tunnels configured on the 2 Barracuda F-180 firewalls?

Response Question 12:

Single-mode 200 Mbps point-to-point fibre service connects the two firewalls.

Proponent Question 13:

What are the model numbers of the 8 Brocade PoE switches?

Response Question 13:

Brocade ICX 7250-48P
Brocade ICX 7250-48P
Brocade ICX 7250-48P
Brocade ICX 7250-48P
Brocade ICX 7250-48P
Brocade ICX 7250-48P
Brocade ICX 7250-48P
Brocade ICX 7150-CP12P

Proponent Question 14:

Monitor and update anti-virus and anti-spyware software - what is the current anti-virus and anti-spyware software?

Response Question 14:

Sophos AV is used on servers and workstations.

Proponent Question 15:

What is the current O365 license qty and type?

Response Question 15:

Product Title	Assigned Licenses
Azure Active Directory Premium P1	131
Business Apps (free)	1
Communications Credits	10

Dynamics 365 Customer Voice USL	1
Exchange Online (Plan 2)	1
Microsoft 365 Audio Conferencing	12
Microsoft Defender for Office 365 (Plan 1)	147
Microsoft Power Automate Free	9
Microsoft Stream Trial	1
Office 365 E3	76
Office 365 E5 without Audio Conferencing	1
Office 365 F3	73
Project Plan 3	1
Visio Plan 2	1

Proponent Question 16:

What is meant by “service desk backup services”?

Response Question 16:

Remotely cover staff T1 support in case of staff absence.

Proponent Question 17:

Can you provide any metrics on service desk volume?

Response Question 17:

Roughly 45 tickets per month.

Proponent Question 18:

What is the current ITSM platform?

Response Question 18:

ConnectWise Manage.

Proponent Question 19:

It's a 3 Year deal with possible 2 year extension. Note that an additional 5 year renewal is possible and transition would be a separate quoted price. Is our understanding correct?

Response Question 19:

Yes.

Proponent Question 20:

How many users do we have?

Response Question 20:

160 user accounts.

Proponent Question 21:

What tools are in place to monitor performance, security and health of the infrastructure?

Response Question 21:

ConnectWise Manage.

Proponent Question 22:

What tools are in place to manage and control network traffic flow?

Response Question 22:

ConnectWise Manage.

Proponent Question 23:

What is the backup/restore solution being used?

Response Question 23:

Barracuda backup service.

Proponent Question 24:

What is the VPN solution being used?

Response Question 24:

Barracuda VPN service from F-180

Proponent Question 25:

Can you provide an inventory of all infrastructure items in scope for support?

Response Question 25:

SRD046	Lenovo	ThinkCentre M700
SRDBRDRM1	Lenovo	ThinkCentre M700
GRD054	Lenovo	ThinkCentre M700
GRD055	Lenovo	ThinkCentre M700
GRD056	Lenovo	ThinkCentre M700

SRD047	Lenovo	ThinkCentre M700
SRD048	Lenovo	ThinkCentre M700
SRD049	Lenovo	ThinkCentre M700
SRD050	Lenovo	ThinkCentre M700
SRD051	Lenovo	ThinkCentre M700
SRD053	Lenovo	ThinkCentre M700
SRD054	Lenovo	ThinkCentre M700
SRDGIS2	Lenovo	ThinkStation P310
GRD057	Lenovo	M710q
GRD058	Lenovo	M710q
GRD059	Lenovo	M710q
GRD060	Lenovo	M710q
GRD061	Lenovo	M710q
GRD062	<i>Lenovo</i>	<i>M710q</i>
GRD063	Lenovo	M710q
GRD064	Lenovo	M710q
GRD065	Lenovo	M710q
GRD067	<i>Lenovo</i>	<i>M710q</i>
GRD068	Lenovo	M710q
GRD072	Lenovo	M710q
SRD058	Lenovo	M710q
SRD059	Lenovo	M710q
SRD060	Lenovo	M710q
SRD066-LT	Lenovo	20L5-0011US
SRD067-LT	Lenovo	20L5-0011US
SRD068-LT	Lenovo	20L5-0011US
SRD069	Lenovo	M710q
SRD070	<i>Lenovo</i>	<i>M710q</i>
SRD071-LT	Lenovo	20L5-0011US
SRD072-LT	Lenovo	20L5-0011US
SRD073-LT	Lenovo	20L5-0011US
SRD074-LT	Lenovo	20L5-0011US
GRD069	Lenovo	M710q
GRD-SIGNOUT1-LT	Lenovo	ThinkPad E584
GRD-SIGNOUT1-LT	Lenovo	ThinkPad E585
SRD061	Lenovo	M710q
SRD064	Lenovo	M710q
SRD075-LT	Lenovo	20L5-0011US
SRD076	Lenovo	ThinkCentre M710q
SRD077	Lenovo	M710q
SRD078-LT	Lenovo	20L5-0011US

SRD-SIGNOUT1-LT	Lenovo	ThinkPad E585
SRD-SIGNOUT2-LT	Lenovo	ThinkPad E586
GRD070	Lenovo	M710q
GRD071	Lenovo	M710q
SRD079	Lenovo	M710q
SRD080	Lenovo	ThinkCentre M720
SRD081-LT	Lenovo	ThinkPad T590
SRD082	Lenovo	ThinkCentre M720q
GRD073	Lenovo	ThinkCentre M720q
GRD074	Lenovo	ThinkCentre M720q
GRD075	Lenovo	ThinkCentre M720q
GRD076	Lenovo	ThinkCentre M720q
GRD077	Lenovo	ThinkCentre M720q
GRD078	Lenovo	ThinkCentre M720q
GRD079	Lenovo	ThinkCentre M720q
GRD080	Lenovo	ThinkCentre M720q
GRD081	Lenovo	ThinkCentre M720q
SRD084	Lenovo	ThinkCentre M720q
SRD086	Lenovo	ThinkCentre M720q
SRD087-LT	Lenovo	ThinkPad T490
SRD-BOARD-CHAIR	Lenovo	ThinkPad T490
SRDBRDRM	Lenovo	ThinkCentre M720q
SRD-DIRECTOR-1	Lenovo	20NE0002US
SRD-DIRECTOR-2	Lenovo	20NE0002US
SRD-DIRECTOR-3	Lenovo	20NE0002US
SRD-DIRECTOR-4	Lenovo	20NE0002US
SRD-DIRECTOR-5	Lenovo	20NE0002US
SRD-DIRECTOR-6	Lenovo	20NE0002US
SRD-DIRECTOR-7	Lenovo	20NE0002US
SRD-DIRECTOR-8	Lenovo	20NE0002US
SRD083	Lenovo	ThinkCentre M720q
srd-backup	Barracuda	Barracuda Backup 690
gardsrv02	IBM / Lenovo	IBM System x3250 M5: -[5458AC1]-
srdsv03	IBM / Lenovo	IBM System x3250 M5: -[5458AC1]-
GRD-Host1	Scale Computing	HM32P-128
SRD-Host1	Scale Computing	HM12.96T-64
SRD-Host2	Scale Computing	HM12.96T-64
SRD-Host3	Scale Computing	HM12.96T-64
agenda	Scale VM	VM

gardens-ddc-1	Scale VM	VM
gardens-ddc-2	Scale VM	VM
gard-file	Scale VM	VM
gardsrv01	Scale VM	VM
gard-utility	Scale VM	VM
srd-agenda	Scale VM	VM
srdapp1	Scale VM	VM
srd-file	Scale VM	VM
srd-rds	Scale VM	VM
srdsrv04	Scale VM	VM
srdsrv1	Scale VM	VM
srdsrv3	Scale VM	VM
srdsrv4	Scale VM	VM
srdsrvgis	Scale VM	VM
Barracuda NG Firewall F180	Barracuda	BNGF180a
Barracuda NG Firewall F180	Barracuda	BNGF180a
GRD-SW01	Brocade	Brocade ICX 7250- 48P
GRD-SW02	Brocade	Brocade ICX 7250- 48P
GRD-SW03	Brocade	Brocade ICX 7250- 48P
SRD-SW03	Brocade	Brocade ICX 7250- 48P
SRD-SW02	Brocade	Brocade ICX 7250- 48P
SRD-SW01	Brocade	Brocade ICX 7250- 48P
SRD-SW1.5	Brocade	Brocade ICX 7250- 48P
SRD-SW04	Brocade	Brocade ICX 7150- CP12P
Open Mesh A42 - 1st floor WEST	CloudTrax	A42
Open Mesh A42 - 1st floor TRAILER	CloudTrax	A42
Open Mesh A42 - 3rd floor EAST	CloudTrax	A42
Open Mesh A42 - 1st floor BOARDROOM	CloudTrax	A42
Open Mesh A42 - 3rd floor WEST	CloudTrax	A42

Proponent Question 26:

Do we need L1 agents to cover for SRD staff absences?

Response Question 26:

Yes.

Proponent Question 27:

Who is the current provider?

Response Question 27:

Think Communications.

Proponent Question 28:

How is the current contract structured?

Response Question 28:

Consistent monthly cost/month to month.

Proponent Question 29:

What are your expectations for on-site support services?

Response Question 29:

If technical service is required at either of our locations, and our staff are unable to assist and remote support is not an option, the proponent has a mechanism to dispatch a technician to deal with the issue. We would expect some manner of SLA and associated cost.

Proponent Question 30:

What is the responsibility of the proponent to provide remote help desk services as either primary or backup?

Response Question 30:

In the event of SRD IT staff holidays, illness, and unforeseen circumstances where there is no staff available in the IT department, we would expect the proponent to have a process that SRD staff could continue to receive Tier 1 technical support if required.

Proponent Question 31:

Appendix A: Technical Information - Are the 22 servers inclusive of all VMs and physical hosts?

Response Question 31:

Device Type	Name	Host	Manufacturer	Model	Operating System
Server	srdapp1	SRD-Host1	Scale VM	VM	Windows Server 2008
Server	agenda	SRD-Host3	Scale VM	VM	Windows Server 2012 R2
Server	srd-agenda	SRD-Host3	Scale VM	VM	Windows Server 2012 R2
Server	srd-file	SRD-Host1	Scale VM	VM	Windows Server 2012 R2
Server	srdsrv1	SRD-Host2	Scale VM	VM	Windows Server 2012 R2
Server	gardsrv02	N/A	IBM / Lenovo	IBM System x3250 M5: - [5458AC1]-	Windows Server 2012 R2
Server	srdsrv04	SRD-Host3	Scale VM	VM	Windows Server 2012 R2
Server	srdsrv03	N/A	IBM / Lenovo	IBM System x3250 M5: - [5458AC1]-	Windows Server 2012 R2
Server	gard-file	GRD-Host1	Scale VM	VM	Windows Server 2012 R2
Server	gardsrv01	GRD-Host1	Scale VM	VM	Windows Server 2012 R2
Server	gard-utility	GRD-Host1	Scale VM	VM	Windows Server 2012 R2
Server	srdsrv3	SRD-Host3	Scale VM	VM	Windows Server 2012 R2
Server	srdsrvgis	SRD-Host1	Scale VM	VM	Windows Server 2012 R2
Host	GRD-Host1	N/A	Scale Computing	HM32P-128	Scale Computing Hypervisor
Server	gardens-ddc-1		Scale VM	VM	Windows Server 2012 R2
Server	gardens-ddc-2		Scale VM	VM	Windows Server 2012 R2
Server	srd-backup	N/A	Barracuda	Barracuda Backup 690	N/A
Host	SRD-Host1	N/A	Scale Computing	HM12.96T-64	Scale Computing Hypervisor
Host	SRD-Host2	N/A	Scale Computing	HM12.96T-64	Scale Computing Hypervisor
Host	SRD-Host3	N/A	Scale Computing	HM12.96T-64	Scale Computing Hypervisor
Server	srdsrv4	SRD-Host2	Scale VM	VM	Windows Server 2012 R2
Server	srdrds	SRD-Host2	Scale VM	VM	Windows Server 2019

Proponent Question 32:

What are the expectations of the proponent when working with third party providers. Eg. Vadim financial System server, ESRI ArcGIS, CityView, etc.

Response Question 32:

IT is expected to liaise with third-party providers when assisting SRD staff with technical issues.

Proponent Question 33:

Is there a proposed budget for the requested services. And if so, can that information be shared?

Response Question 33:

All SRD budget information is available online within our published financial statements and meeting minutes.

Proponent Question 34:

Will the proponent be required to support other networked devices such as: Phone systems, Audio video systems, Printers, Other IoT devices

Response Question 34:

See answer to question 4.

If you have any questions concerning this Addendum or RFP, please phone (250) 830-6705 or email procurement@strathconard.ca.

Please sign below, acknowledging receipt of this Addendum and return this document with your submission to the RFP. If submitting multiple responses, please include a copy with each submission.

Signature

Name of Firm

Name and Title (Print)

Date