



### Addendum #3

## REQUEST FOR PROPOSALS

### RFP 01-21 Information Technology Support Services Addendum #3

Issued Jan 28<sup>th</sup>, 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:

Is the current function of IT for the Strathcona Regional District insourced or outsourced?

Response Question 1:

Hybrid. SRD employs one IT Manager (FTE) and one IT service desk technician (FTE).

Proponent Question 2:

Why is the SRD transitioning to an outsourced model?

Response Question 2:

Subcontractors are required to ensure business systems are supported outside of regular staffed hours, and to cover scheduled and unforeseen staffing absences.

Proponent Question 3:

Is the RFP issued due to the current contract coming up for expiry?

Response Question 3:

Yes.

Proponent Question 4:

How long has the current IT provider been working with the SRD?

Response Question 4:

3 years.

Proponent Question 5:

What is the current expectation of onsite presence with the SRD? How many days per month / quarter?

Response Question 5:

See addendum 2.

Proponent Question 6:

What is the partnership style of the SRD relative to an outsourced IT vendor?

Response Question 6:

Our expectation is the outsourced IT vendor would operate as a technical advisor / staff augmentation.

Proponent Question 7:

Does the SRD take a hands off approach or do they like to be quite involved in this function?

Response Question 7:

We take a hands-on approach.

Proponent Question 7:

Does the SRD have a single point of contact that would submit tickets on behalf of the SRD users or would the users be empowered to contact the IT provider direct?

Response Question 7:

The SRD requires its users to submit all technical requests to a single ticket system. Our expectation is that the sub-contractor would monitor incoming tickets during internal staff absences, and IT staff could escalate tickets to the sub-contractor when T2 / T3 assistance is required.

Proponent Question 8:

Site inspection / tour – Can we arrange for this at your convenience?

Response Question 8:

See addendum 1.

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