



Addendum #3

REQUEST FOR PROPOSALS

RFP 01-21 Information Technology Support Services Addendum #3

Issued Feb 1st, 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 there a more detailed inventory of the network peripherals (i.e. servers, switches, firewalls, etc.) across the region that would be needed to be managed. An inventory list with license information, warranty expirations, etc. would be great if available.

Response Question 1:

See addendum 2. License information and warranty expirations unavailable.

Proponent Question 2:

Is there existing documentation available for current IT policies / processes that are in place? Can these be shared?

Response Question 2:

No, these are currently in draft.

Proponent Question 3:

Is SRD responsible for the payment of hardware / software subscriptions as and when required?

Response Question 3:

Yes.

Proponent Question 4:

How do you expect the interactions to flow from your IT staff to us and vice-versa? Will they lead level 1 support / escalations and use our team as an overflow? Will they expect us to take more of the escalations? More detail would be appreciated.

Response Question 4:

Yes, users would submit tickets to be first picked up by internal SRD IT staff. The proponent would be available for escalation. As well, the proponent would cover tier 1 tech support during both planned and unplanned SRD IT staff absences.

Proponent Question 5:

How many members are part of your IT team? What does the staffing model look like for a typical day & week?

Response Question 5:

See addendum 2, question 37.

Proponent Question 6:

In terms of database administration, is it safe to assume that SRD IT will be managing that themselves?

Response Question 6:

SRD does not employ an internal database administrator. We would expect the proponent to be able to manage higher level database activities, as required.

Proponent Question 7:

How is email currently being managed?

Response Question 7:

Office 365 email in the cloud.

Proponent Question 8:

Is there a data backup strategy in place? If so, how is this being managed?

Response Question 8:

Yes, server snapshots are produced and replicated offsite each night. Also, all production servers are backed up nightly using the Barracuda on-premise backup system. These on-prem backups are then synchronised to the online Barracuda backup service hosted in Montreal, Canada. As well, the SRD's Microsoft Office 365 tenancy is backed up each night using Barracuda Cloud-to-Cloud backup.

Proponent Question 9:

What type of security protocols are in place (e.g. antivirus / malware, website filtering, etc.)? Have staff been trained to adhere to security best practices? Have staff signed that they will adhere to proposed security best practices? Additional information would be great.

Response Question 9:

Yes, AV / antimalware / website filtering solutions are in place. Staff have been trained and documentation is provided to all staff. All staff adhere to an internal computer usage policy.

Proponent Question 10:

Is there a breakdown of the 75 workstations vs. laptops. Do you have any more information on how the laptops are currently being managed?

Response Question 10:

See addendum 2. Laptops are managed using ConnectWise Manage.

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