

**District of Logan Lake
Request for Proposal**

RFP-2023-07 Information Technology Managed Services

Addendum #1

To: All Proponents

Date: May 4th, 2023

From: Pamela Gaudry

Subject: ADDENDUM # 1

This addendum forms part of the Request for Proposal for the Supply of Information Technology Managed Services and is recommended to be read, interpreted and coordinated with all other parts.

The following Addendum is hereby issued to amend Specifications and provide clarification in response to Proponent's inquiries for RFP Document 2023-07.

1. What is the internal IT team complement at District of Logan Lake (DLK)?

Currently the District of Logan Lake does not have any full time internal IT staff. Pamela Gaudry, Finance Technician, spends on average 1-4 hours per week on IT related issues.

2. Does DLK have a current Managed Service Provider and if so are they part of this bidding process?

The agreement between the District of Logan Lake and the current managed service provider is terminating. The current managed service provider does have the ability to bid through the RFP process.

3. If "Yes" to the above question, then: What is the current average weekly or monthly hours provided by the MSP (excluding special projects). Last 12 month average is sufficient.

The average hours for the current managed service provider is estimated to be 15-20 hours per month.

4. If "No" to the above question, then: How many hours does the internal IT team currently spend executing the tasks outlined in Section E "Scope of Work" that is being assigned to the proponent?

n/a

5. DLK outline a desire to have the successful proponent support them in their growth strategy by creating an IT Strategy. Does DLK currently have an IT strategy in place? If so, were the recent milestone, metrics, or earned value expectations outlined in such a strategy

The District of Logan Lake is looking for a technology partner to support in its future growth. A complete IT Strategy has not been completed to date.

6. Does IT currently have any Scorecards, Metrics or other references that help show it has delivered and met the business expectations of DLK and its stakeholders? If so, please outline what those are.

Currently no

7. Does DLK adhere to any specific IT management framework or practice (ie: ITIL) and if not, is there any objection for the MSP to govern its relationship with DLK using such a framework?

The District of Logan Lake welcomes any IT management frameworks to support the organization in its growth. Each Proponent is welcome to suggest and recommend frameworks that would support the successful implementation of IT services.

8. The RFP States "The successful Proponent will provide the expertise required and is able to implement themselves or in conjunction with already established partnerships...". For clarity: Does this mean DLK will expect the proponent to coordinate with third parties (vendors, suppliers, service providers, etc.) that DLK has service contracts with?

Occasionally the District of Logan Lake may require the IT Service Provider to support in one-off projects, including working with either 3rd party vendors or applications.

9. The "Software and Applications" section refers to the proponent outlining "how the Proponent may support the District with 3rd party applications...". Is DLK referring to applications the proponent is familiar with and can add value through recommendations and expertise; and/or what is included in the service or packages that DLK can benefit from?

The District of Logan Lake currently utilizes several applications for its operations, including Amiga for the accounting software. The Proponent does not need to be overly familiar with these applications, but may from time-to-time be asked to assist in troubleshooting general issues.

What is the current retention period for the 2TB storage? If different assets have different backup needs please provide the current max usage and retention period.

425 GB of server data currently stored on rotating external media (4TB), data kept until space needed, currently 206 copies going back to Oct/05/2022.

10. Would the district prefer contract pricing that are fixed for the entire term of the contract or flexible? If fixed, please provide an estimate for the expected growth or change in your IT environment in terms of total number of users, infrastructure or

other changes at the organizational level (so we can use it to determine changes in IT).

Ideally, the District of Logan Lake is looking for a fixed monthly fee, or a per seat rate, for certain services over the duration of the agreement. This would include Server, Workstation, and Network Management. That being said, the District understands that certain fees may be variable each month based on project work, and that certain fees may increase year-over-year. Within the pricing section, please outline any fees that are fixed and variable.

11. Can you please provide the count and make of any endpoint devices (laptops and desktop computers)

We have 12 Lenovo and 8 HP laptops. For terminals we have 4 Lenovo and 7 HP.

- a. Include the current operating system version on these devices (i.e. Windows 10 etc.)

Typically Windows 10, but some of the older laptops/terminals may be an older version.

12. Can you provide the count and make of any networking/security devices (wireless access points, switches and firewalls)

We currently have 5 sites, with the following equipment situated across the 5 locations:

2 x FW: Telus Modem/Actiontec
2 x FW: Cisco
1 x FW: Araknis (AV System)
4 x FW: NicolaNet
1 x FW: Starlink
5 x Switch: Cisco
1 x Switch: HPE
1 x Switch: Araknis (AV System)
1 x Wireless Access Point: D-Link
2 x Wireless Access Point: enGenius
2 x Wireless Access Point: Cisco
2 x Wireless Access Point: Nicola Net
1 x Wireless Access Point: Starlink

There are also 4 PRV Monitoring Stations – Telus Cellular hardmodem

13. Can you provide the count and make of any physical servers

1 Server, HP

- a. Include the current operating system version on these devices (i.e. Server 2014 etc.)

Windows Server 2019 Standard

14. Can you provide the current backup solution deployed, version of the device and amount of data being backed up (if applicable)

Windows Server Backup to rotating external media, 425GB

15. What are the operating hours of the District of Logan Lake?

8:30am-4pm, closed from 12:30-1pm for lunch

16. Is there a current work from home policy?

Yes, for roles that are suitable for working from home. In these circumstances the employees may request assistance with District issued devices.

17. Is there a work phone policy and if so is there an intention to have those devices managed as well?

Yes, ideally the Proponent would offer services to help manage cellular phones.

a. If so please provide a count of cell phones and make.

10 Apple iPhone 14 Pro

18. For the Microsoft 365 subscription, is this on a month to month (cancel any time) contract or an annual commitment?

Annual license billed monthly. 4 Basic and 22 Standard accounts

19. How many servers are in place? What operating systems are you running on these servers?

Please see the previous response (question 13)

20. How many switches and firewalls are in place?

Please see the previous response (question 12)

21. How many sites do you have?

Please see the previous response (question 12)

End of Addendum #1
All other terms and conditions remain unchanged