

Addendum #1 – Q&A

October 21, 2021

RFP 2021-26

Full Service Managed Service Provider

Attention:

- **Award was scheduled for mid November, may be postponed to December.**
- **Performance guarantee has been removed.**
- **When submitting proposals pricing is to be included in a separate document to be reviewed after a proposal passes the Stage 1 check. When submitting proposals electronically, the pricing document should be clearly separated with full cover page.**

Questions and Answers – Set 1

Question	Answer
1. Should the successful bidder not be the incumbent, will the bidder be able to take over the contract for the existing virtual cloud hosted solution; or will they be required to migrate the Township's IT infrastructure to a new virtual cloud hosted solution? This could save the Township the migration fees.	This RFP is for a full-service managed service provider. A proponent may choose to work with any cloud provider.

RFP 2021-26 – Full Service Managed Service Provider – Q&A

<p>2. Will the Township consider amending its requirement in Section 5 – Evaluation Criteria, Stage 2 Fees and Disbursements such that the bidder must provide its pricing submission the fees/costs to the Township for three components:</p> <ul style="list-style-type: none">• The migration of the Township’s current virtual cloud solution to a new hosted solution• The virtual cloud hosted solution• Monitoring and management of the Township’s IT environment (servers, computing devices (software, licencing, network connectivity, ...), information security, end-user support service desk	<p>Yes, the wording can be considered as may provide to any of the three components.</p>
<p>3. Is the incumbent invited to bid? If they are, they will not be required to migrate the existing cloud hosted solution so it will be difficult to be competitive on pricing. Would the Township be willing to evaluate pricing based on equal comparison which would be the hosting costs and the managed service costs excluding the migration costs.</p>	<p>Bidding is public, anyone may submit a bid. We will fairly evaluate pricing. The 2-envelope system is to help mitigate this as solutions will be evaluated first without costs considered. Migration costs will be considered when evaluating between solutions that require migration.</p>
<p>4. Does the Township’s current virtual cloud solution include:</p> <ul style="list-style-type: none">• Anti-virus / security defences (service or appliance)• Firewall(s) and switches• Backups (service or appliance) and backup management and file restoration	<p>These are to be provided by the successful proponent.</p>
<p>5. Who ‘owns’ the contract for the Avanan cloud-based email solution?</p>	<p>All software licenses are to be provided by the successful proponent. Please detail your solution.</p>
<p>6. What information technology related contracts are in place between the Township and 3rd party vendors?</p>	<p>There is current manufacture support agreements for our Firewalls at all locations.</p>

RFP 2021-26 – Full Service Managed Service Provider – Q&A

<p>7. What is the GB/TB size of each of the 13 servers and what is the Township’s expected data growth rate over the 3-year term of the contract?</p>	<p>Domain Controller (x2); vCPU: 4, RAM: 8GB, SSD: 100GB Connection Broker & RD Web; vCPU: 2, RAM: 6GB, SSD: 80GB RDS Gateway; vCPU: 2, RAM: 6GB, SSD: 80GB RDS Session Host (x3); vCPU: 8, RAM: 32GB, SSD: 80GB File & Print Server; vCPU: 4, RAM: 8GB, SSD: 1.3TB Application Specific Servers (x5); vCPU: 6, RAM: 12GB, SSD: 360GB Data Growth Rate - Low</p>
<p>8. What are the make/model of the laptops and are they under manufacturer warranty?</p>	<p>Laptops are name brands like HP, Dell, etc. and purchased within the last 18 months.</p>
<p>9. Assuming that 42 of the 52 Township employees are using laptops what are the computing devices used by the other 10?</p>	<p>Shared laptops are used for staff who do not have their own laptop.</p>

Questions and Answers – Set 2

#	Proponents Questions	Responses
	<p>Section 2.1</p>	
<p>1</p>	<p>Section 2.1 discusses 43 laptops, section 2.2.2 asks for support of 42 client Windows laptops. Can you clarify the number of laptops in scope?</p>	<p>The number indicated includes the word approximately to qualify it. For the purposes of including growth and fluctuation consider 45-60 computers during the term of the agreement</p>
<p>2</p>	<p>For the hosting environment, can you provide the per VM resource requirements (vCPU, RAM, disk performance and capacity, and network)?</p>	<p>Domain Controller (x2); vCPU: 4, RAM: 8GB, SSD: 100GB Connection Broker & RD Web; vCPU: 2, RAM: 6GB, SSD: 80GB RDS Gateway; vCPU: 2, RAM: 6GB, SSD: 80GB RDS Session Host (x3); vCPU: 8, RAM: 32GB, SSD: 80GB</p>

RFP 2021-26 – Full Service Managed Service Provider – Q&A

		File & Print Server; vCPU: 4, RAM: 8GB, SSD: 1.3TB Application Specific Servers (x5); vCPU: 6, RAM: 12GB, SSD: 360GB
3	Can you provide the current OS versions deployed on the virtual servers?	We will work with the successful proponent to ensure compatibility with their service offering and upgrade if required.
4	Can you provide an inventory of software and licenses (perpetual/subscriptions) that the proponent would be responsible to manage?	Windows, Desktop Support, etc.
5	Can you provide metrics on how many onsite visits have been required over the past year?	Information not available. Estimate 2 per month.
6	Can you provide an inventory list of network hardware, including make and models, number of devices, and installed locations that the proponent would be responsible to manage?	The successful proponent will work with our current MSP for information they own.
7	Can you provide a network topology diagram for the LAN and WAN communications?	The successful proponent will work with our current MSP for information they own.
8	Can you provide your current Microsoft 365 subscription license plan?	Office 365 E3 – 49 Licenses Office 365 E1 – 14 Licenses Exchange Online (Plan 1) – 20 Licenses
9	Do you have an existing MDM solution? If so, can you provide details on the service requirements and current product used?	Not currently implemented.
10	Can you provide an inventory of the standard software installed on a laptop?	Office, Remote Desktop Services, Adobe, Chrome, One Drive, TownSuite. Township Applications are currently accessed via Remote Desktop Services Portal.
11	Is there a pricing spreadsheet or template required to submit pricing?	No, we expect the proponents to provide pricing based on their service offerings. Please note that the proponents can bid on any or all of the requirements.
12	Do you want separate pricing proposals based on 3 yr term and 5 yr term?	No, the pricing can be for a 3 year term with 2 year renewal option. If there is an increase for year 4 and 5 the proponent can just note the percentage increases.

RFP 2021-26 – Full Service Managed Service Provider – Q&A

13	Can you provide the rate of churn within the staffing numbers per year?	Estimate 10%, Excluding 7 Summer Students.
14	Are all servers and laptop domain joined?	Yes.
15	Do the server applications (as listed under 2.1 Current Software) have a valid support agreement aligned to the length of the managed services contract?	Yes.
	Section 2.2.1	
1	What are your current performance metric thresholds and service monitoring targets?	Information not available. Please include performance thresholds and monitoring targets you are able to provide in your proposal.
2	What is your backup retention policy?	Production servers are 4 times a day All other servers are once a day
3	How much storage does your current backup consume?	6TB
4	Is Disaster Recovery (DR) of servers in scope? If so, what is the RTO/RPO requirements for DR?	DR is in Scope
5	Are all virtual servers in scope for DR? If not, what are the resource requirements for the servers protected in DR? (ie. vCPU, Mem, Disk, Network)	DR is in Scope. See answer to #2
6	What is the current IT policy management solution the proponent would be expected to support?	We look forward to seeing your IT policy management solution in your proposal. The proponent would work with the Township IT contact to create and manage policy.
7	Can you list all business-critical services in scope of this RFP?	Including but not limited to Remote Desktop Services, Server Storage, Network, Internet,
	Section 2.2.2	
1	Can you clarify the number of laptops in scope?	Please consider 45-60 laptops within scope to accommodate future growth during the time of the contract.
2	Bullet 1 - can we assume you require support for 42 existing laptops but would require full setup for future laptops as they are refreshed	Please consider 45-60 laptops within scope to accommodate future growth during the time of the contract.

RFP 2021-26 – Full Service Managed Service Provider – Q&A

3	What level of support do the 9 users without laptops require? How do they interface with the business IT services?	Shared laptop workstation.
4	Can you provide the printer inventory that includes the quantity, make and model of printers in scope?	Connectivity to printers is in scope.
5	How many laptops and users are located in the satellite locations?	Majority of business is conducted at Administrative Campus. Satellite locations have a minimum of 1 laptop per location.
6	Does the Township have a standard laptop configuration and deployment tool to support new laptop or application deployments?	Proponent is responsible for deployment tools.
7	Can you provide the current OS versions deployed on the laptops?	Laptops are all Windows based, supported, and regularly patched.
	Section 2.2.3	
1	Can you provide an inventory of firewall devices including, quantity, brand/make and models and building location?	A complete inventory list will be available to the successful proponent. For the purpose of this RFP assume each location is protected by a firewall/router and switch. Please refer to section 2.1 of the RFP document for the list of locations.
2	What is the existing AV product that the proponent would be required to support?	Antivirus is to be provided by the successful proponent. Please detail your solution.
3	When is the renewal date for your AV subscription?	Antivirus is to be provided by the successful proponent. Please detail your solution.
	Section 2.2.4	
1	How often do you currently require on-site support for each location (main and satellite sites)?	Information not available. Estimated 2 times a month.
	Section 2.2.4.1	

RFP 2021-26 – Full Service Managed Service Provider – Q&A

1	Can you provide your definition of a critical issue/event?	3 or more staff being unable to reasonably complete work. Examples include but are not limited to loss of RDS services, network malfunction.
2	Do you have SLA resolution expectations? If so, please provide details.	We look forward to seeing your proposed SLA resolution timelines.
3	Do you require support coverage outside of regular weekday business hours such as on weekends, or holidays, please clarify?	Service desk support is required during regular business hours as indicated in the RFP. IT system maintenance that causes service disruption should be completed outside of regular business hours.
4	What hardware makes up the core network and where is it located?	A complete inventory list will be available to the successful proponent. For the purpose of this RFP assume each location is protected by a firewall/router and switch. Please refer to section 2.1 of the RFP document for the list of locations.
5	Does the network currently have a fault-tolerant design, or any other redundancy aside from the Internet service redundancy?	Redundancy of internet service only.
	Section 2.2.5	
1	Please provide an inventory of all hardware, software, and systems in scope for the MSP to act as an agent for the Township.	Inventory will be provided to the successful proponent.
	Section 2.2.7	
1	For quarterly reports, storage array configuration is mentioned. Can you clarify if you have a storage array that needs to be managed and the details about the hardware and the associated resources using the storage array.	Server storage.
	Section 2.2.8.1	
1	Do you have any inflight projects that would need to be considered in scope or impacting the migration services?	No.

RFP 2021-26 – Full Service Managed Service Provider – Q&A

2	Do you have any blackout periods that would restrict any changes between contract signing and the March 1st 2022 completion date? Ie. No changes during December or during christmas holidays)	No we will work with the successful provider.
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Questions and Answers – Set 3

1. What are the present resources utilized for the 13 VMs hosted with HostedBizz? No. of Cores, RAM and Storage.	Domain Controller (x2); vCPU: 4, RAM: 8GB, SSD: 100GB Connection Broker & RD Web; vCPU: 2, RAM: 6GB, SSD: 80GB RDS Gateway; vCPU: 2, RAM: 6GB, SSD: 80GB RDS Session Host (x3); vCPU: 8, RAM: 32GB, SSD: 80GB File & Print Server; vCPU: 4, RAM: 8GB, SSD: 1.3TB Application Specific Servers (x5); vCPU: 6, RAM: 12GB, SSD: 360GB
2. Would it be possible to provide the breakup of resources per VMs?	See answer #1
3. Are you presently hosted on a VMWare, Azure or AWS environment?	VMWare
4. What is the OS on the VMs?	The successful proponent must provide all licensing costs, server OS should be Microsoft Server 2019 (based on server count in RFP)
5. Does the township own all OS, DB, AV licenses or is it provided by HostedBizz?	The successful proponent must provide all licensing costs, server OS should be Microsoft Server 2019 (based on server count in RFP)
6. What is your estimated data growth per month?	Low growth.
7. Can you please provide a diagram of the present cloud setup?	A complete inventory list and our diagrams will be available to the successful proponent.
8. What is your RTO and RPO in an event of a disaster on your hosted environment?	RPO < 4 Hours RTO < 1 Day
9. What is the present data backup and data retention policy?	Production servers are 4 times a day All other servers are once a day Retention – Monthly Backup 30 Days

RFP 2021-26 – Full Service Managed Service Provider – Q&A

	Other Backups – 7 Days
10. Will you require O365 backup? What is the total data size on O365?	340 GB
11. What are the apps (Mail/Sharepoint/Onedrive/Teams etc) presently used on O365?	Mail/Sharepoint/Onedrive/Teams/PowerAutomate
12. Will the Township be able to provide the last monthly report provided by HostedBiz?	Successful proponent may receive monthly report.
13. Will the township be able to provide the details on the hardware?	Successful proponent will be given details on network and security infrastructure. Laptops are brand name HP, Dell, etc and have all been purchased in the last 18 months.
14. When was the last audit performed on the hardware?	Information not available.
15. Can the report on the last hardware audit be shared?	The successful proponent will have access to previous reports.
16. Which ISP is the Township presently using?	Administrative Campus is supplied by Bell. Other sites vary.
17. Can you please share a connectivity network diagram?	Network Diagram will be provided to the successful proponent.
18. Is the MSP required to monitor the connectivity nodes/links?	The MSP will be responsible for monitoring network connectivity, nodes, links, etc.
19. What ticketing / tracking system is the township using at present? Is it owned by the Township or the present MSP?	The MSP will be responsible for providing a ticketing/tracking system.
20. Do you require remote support during off business hours, weekends or statutory holidays?	Not typically. Any support required outside of business hours would be set-up in advance.
21. Will you require provisions for onsite support during off business hours, weekends or statutory holidays?	Service desk support is during business hours. Network Administration/Upgrades that would affect availability of services would be effected for >1minute is expected to take place outside of business hours.
22. What are the present monthly call volumes between 7:30 am – 4:30 pm EST. Will you be able to share a 12 month trend?	Approximately 51 tickets per month as stated in RFP section 2.1

RFP 2021-26 – Full Service Managed Service Provider – Q&A

23. What is the Average Handle Time per support phone call?	We look forward to seeing the handle time support level expectations you can provide.
24. How many emails related to support are received each month?	51 + follow-up
25. Will the township entertain offshore phone/email support options?	All levels of support provided by the MSP (Tier 1/Tier 2/Tier 3) must be located within Canada.

Questions and Answers – Set 4

1. What type (model/make) and number of Firewalls, endpoint & antivirus does TBG currently have?	A complete inventory list will be available to the successful proponent. For the purpose of this RFP assume each location is protected by a firewall/router and switch.
2. When is the expiry of the SW/HW?	Software is usually renewed annually at the township cost. We will work with the successful candidate on a hardware renewal plan. ITSM and other administrative management software are a responsibility of the MSP.
3. Are you open to changing the current SW/HW solutions as it pertains to security?	Yes. The township would like to hear proposals that offer robust security.
4. Will the vendor need cloud infrastructure to host components of the TGB migration?	The vendor may source a cloud infrastructure provider as part of their plan.

Questions and Answers – Set 5

1. Does the Town have a budget associated with the RFP?	The Township is looking for solutions to meet it's needs as outlined in the RFP and is interested in hearing the cost of which proponents can meet the Township's needs.
2. Is the Township looking for a MSP to run/oversee IT services for 3-5 years? Or, is the Township looking for a MSP to provide a person full time to run/oversee IT services?	The Township is seeking a full service managed service provider. The MSP will run/oversee IT services for 3-5 years, working with the Business Systems contact at the township.

RFP 2021-26 – Full Service Managed Service Provider – Q&A

3. Is the Township looking for a fully costed proposal to review all IT services by March 1, 2022, and then implement the management services over the next 3-5 years?	The Township is seeking proposals to have a Full-Service Managed Service Provider in place on, or before March 1, 2022
4. Is there a topology diagram of the network that can be provided?	This will be provided to the successful proponent.
5. How many staff are at each location? Are there remote users? How are remote users logged into the network?	There are approximately 52 staff. Main worksite is the Administrative Campus. We currently operate on a hybrid work model. Approximately 70% of staff are working from home 70% of the time. Staff access RDS services remotely. Libraries have 1-2 staff present at a time.
6. What type of hardware/equipment is currently in place?	Laptops are name brands like HP, Dell, etc. and purchased within the last 18 months.
7. On the current infrastructure do you currently have warranty on any of the existing hardware/software?	Manufacturer warranty.
8. What is the total capacity (in TBs) that the production environment currently consumes?	6TB
9. Does the Town currently have a separate secure data room? Is one required?	Former server room is now a secured network infrastructure room. No computer workroom. No servers are onsite.
10. Do you have an alternate location on campus for a new computer room to be constructed if necessary?	Not currently available. Potential for future project or rearranging items.
11. Does the Town own their IPs?	Yes.
12. Will the Town require ongoing training for staff?	Training may be arranged as needed.
13. Does the Town require a review of their phone system(s)?	The Township has an RFP related to phone systems on gbtownship.ca
14. Does the Town currently deploy a Wi-Fi system across its network? Please describe the set-up	Yes. The successful proponent will be given this information.
15. Have you performed a security vulnerability and/or penetration test on your network in recent years?	Yes.

RFP 2021-26 – Full Service Managed Service Provider – Q&A

16. Does the Town currently have a security program in place?	The MSP is responsible to provide security management software. We currently work with our cyber insurance provider and will cover any security program separately.
17. Does the Town currently have a DR plan?	The MSP is responsible to update and develop DR plans with the Township’s Business Systems contact. DR would need to be created to be relevant to successful proponent.
18. Have you had a network security attack/breach in recent years?	The successful proponent will receive information about any security/breach events (if any).
19. Are you using any in-house or 3rd party 24/7 Security Operations Centre (SOC) currently?	We look forward to seeing proposals which enhance our security.
20. Are you using any network monitoring tools currently?	The MSP is responsible for providing network monitoring.
21. Have you performed security user awareness training in recent years?	The Township facilitates an annual security user awareness training.
22. Have you defined the corporate Recovery Time and Point Objectives (RTO/RPO)? If so, what are they?	The Township is interesting in hearing what RTO/RPO you can provided. <4hours RPO, <1 day RTO
23. Have you performed a Disaster Recovery Test in recent years?	The successful proponent will be provided with this information. New DR plan will be developed with future MSP.

Questions and Answers – Set 6

1. Where are the servers hosted by HostedBizz located?	All of our servers are located within Canada.
2. Are the Servers and networking equipment being hosted owned by Township of Georgian Bay (TGB) or by the incumbent?	Cloud Infrastructure Provider.

RFP 2021-26 – Full Service Managed Service Provider – Q&A

3. Is the cost of hosting the Server VMs required with the proposal?	Yes.
4. Is TGB open to a public cloud solution (IaaS or PaaS)?	Yes, provided the solution systems reside within Canada, we'd be eager to hear a public cloud proposal.
5. What are the Township of Georgian Bay (TGB) strategic goals?	To obtain an efficient and effective full-service managed service provider solution. https://www.gbtownship.ca/en/Business-and-Development/resources/Documents/strategicplan_summary.pdf
6. Can an equipment inventory and network diagram be provided?	The successful proponent will receive a full list of network inventory and network diagrams.
7. Has the incumbent been invited to bid?	The bidding is open to all who are interested.
8. What is the current backup solution and what are the RPO and RTO expectations for recovery? Is the cost of a backup solution required with the proposal?	Yes. Production servers are backed up 4 times per day. Other servers once per day. We would expect to be able to recover in <1 day.
9. Is there a SIEM (Security Information and Event Management) currently in place for monitoring servers/infrastructure?	SIEM is to be provided by the successful proponent. Please detail your solution.
10. Are SLA parameter times reflective of regular business hours? i.e. 2-hour response for phone/email/etc. reflect 2-business-hours?	Yes.

Questions and Answers – Set 7

1. What are the resource requirements for each of the 13 VM servers?	Windows Server Environment, Assume Windows Server 2019 for the purpose of the RFP. Domain Controller (x2); vCPU: 4, RAM: 8GB, SSD: 100GB Connection Broker & RD Web; vCPU: 2, RAM: 6GB, SSD: 80GB RDS Gateway; vCPU: 2, RAM: 6GB, SSD: 80GB
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RFP 2021-26 – Full Service Managed Service Provider – Q&A

	RDS Session Host (x3); vCPU: 8, RAM: 32GB, SSD: 80GB File & Print Server; vCPU: 4, RAM: 8GB, SSD: 1.3TB Application Specific Servers (x5); vCPU: 6, RAM: 12GB, SSD: 360GB
2. What are the backup requirements? Are there any retention requirements?	Production servers are 4 times a day. All other servers are once a day. Retention 7 days. Monthly Backups – Retention 30 days.
3. Is disaster recovery a part of this proposal, and if so, what are the recovery time objectives by server / application?	Yes. We look forward to see what RPO and RTO you can provide. RPO <4 hours, RTO < 1 Day
4. Section 2.2.3 says: “Manage email filtering, spam, virus detection, and Avanan.” Does the Township already own these licenses, or are they to be provided by the successful proponent?	All software licenses are to be provided by the successful proponent. Please detail your solution.
5. In Section 5, Stage 2 states “the total cost (on the Proposal Submission Document)...” There is no place on the Proposal Submission Document to include a price. Is there another Bid Form to use?	No, we expect the proponents to provide pricing based on their service offerings. Please note that the proponents can bid on any or all of the requirements.
6. Will the Township give consideration to a proponent who will not financially back the SLA?	Should the proponent provide a creative way to ensure the breaches in SLA are redeemed to the benefit of the township, we may consider a proponent who will not financially back the SLA.

Questions and Answers – Set 8

Initial Questions Received

1. Please clarify when the proponents will receive a copy of the form of agreement for consideration.	Award was scheduled for mid November, may be postponed to December.
2. Please clarify the negotiation process	Stage 1 – Assess proposal document sans costing

RFP 2021-26 – Full Service Managed Service Provider – Q&A

	Stage 2 – Evaluate pricing of proposals which score over 80% in stage 1.
3. Please clarify whether a bid deposit is required. Page 12 of the RFP states that there is no bid deposit associated with this RFP, however Page 22 of the RFP outlines that bid deposits are held until a contract is executed.	There are no bid deposits required on this proposal – SCHEDULE “A” – GENERAL PROCUREMENT PROCESS is an excerpt from the Township’s procurement policy and directs how the bid deposit should be returned (if there is one). This is not the case there is no bid deposit.
4. Please clarify whether a Performance Guarantee is required in accordance with the instructions set out at Page 12 of the RFP, and if so, please clarify when that performance guarantee must be submitted, as well as when and how that performance guarantee will be returned.	* Performance guarantee has been removed.

Additional Questions Received

Questions regarding Service Desk

CGI Question regarding Expected Client Operations	Response
1. What are the expected Hours of Operation? (Example: Monday to Friday 8am to 5pm)	<i>Please read the RFP, 2.2.4.1</i>
2. What are the Hours of Support needed (if different from Operational hours)? (Example: 16/5)	<i>Please read the RFP, 2.2.4.1</i>
3. Please provide Support Hours for: <ul style="list-style-type: none"> ○ Critical Incidents ○ Regular Incident ○ Administrative Requests 	<i>Please read the RFP, 2.2.4.1</i>
4. Language support preference? (Example: English Only)	<i>English</i>
5. What is the Service Desk location? (Example: U.S., Canada or India etc.)	<i>Canada</i>

RFP 2021-26 – Full Service Managed Service Provider – Q&A

<p>6. Please provide a description of services required by client and most accurate understanding of tasks and role to be played by the Service Desk. (Example: Level 1 troubleshooting for hardware, remote connect for how-to's)</p>	<p><i>Please read the RFP, 1.2 Scope of Proposals</i></p>
<p>Questions regarding Projected Service Level Objectives</p>	<p>Response</p>
<p>7. Please provide the Average Speed to answer – phone? (Example: 80%/30 seconds)</p>	<p>We look forward to seeing what you propose to provide.</p>
<p>8. Average Abandon Rate? (Example: <10%)</p>	<p>We look forward to seeing what you propose to provide.</p>
<p>9. Email Acknowledgement? (Example: automatically done by email box)</p>	<p>We look forward to seeing what you propose to provide.</p>
<p>10. Email resolution? (98% in 3 business days)</p>	<p>We look forward to seeing what you propose to provide.</p>
<p>11. FCR? (Example: 60% First call resolution – Please note that a resolvable versus non-resolvable list is mandatory for this SLA)</p>	<p>We look forward to seeing what you propose to provide.</p>
<p>12. Any others? (Please provide listing and description)</p>	<p>We look forward to seeing what you propose to provide.</p>
<p>13. What is the Expected Handling time for new Service Desk? (Example: 5 to 8 minutes per call)</p>	<p>We look forward to seeing what you propose to provide.</p>
<p>Detailed description of type of Support or Assistance</p>	<p>Response</p>
<p>14. Are Password reset included?</p>	<p>Yes.</p>
<p>15. Log and dispatch only: Yes or No? (If Yes, then no level 1 resolution, only logging of</p>	<p>We look forward to seeing what you propose to provide.</p>

RFP 2021-26 – Full Service Managed Service Provider – Q&A

incident / Request and sent to another support group or responder team) If No : Please indicate the level of support required for this client; basic level 1 troubleshooting and resolution, etc.)	
16. MS Office Suite support? <i>(Certifications needed?)</i>	<i>Yes.</i>
17. Please list any applications to be supported along with their platforms? <i>(Any client in-house applications?)</i>	<i>No in-house applications.</i>
18. Please list any other types of support being requested. <i>(Account management, BES, etc)</i>	<i>Please read RFP, section 2.2</i>
19. Is Remote Technical Assistance needed (RTAC)? <i>(Level 1.5 to be done at Service Desk)?</i>	<i>Please read RFP, section 2.2</i>
20. What is the Number of desktops to support?	<i>Please read RFP, section 2.2</i>
21. What are the Type of desktops to support? <i>(i.e. laptops, desktops, thin client, iPads etc.)</i>	<i>Please read RFP, section 2.2</i>
22. Wireless support services? <i>(Smartphones, wireless connections)</i>	<i>Yes, basic troubleshooting. Hardware issues troubleshooted by mobile vendor.</i>
23. What training is initially provided to new Help Desk staff? What on-going training is provided?	<i>The MSP will determine this.</i>
24. Do you require any special training or specific certification for the Help Desk staff?	<i>The MSP will determine this.</i>

RFP 2021-26 – Full Service Managed Service Provider – Q&A

<p>25. Staffing via Dedicated or Leveraged over multi-clients (Example: Dedicated with other team)</p>	<p><i>We would prefer a dedicated network administrator, helpdesk may be leveraged.</i></p>	
<p>26. Is VIP service requested? Please describe requirements needed including addresses where service will be delivered.</p>	<p><i>We look forward to hearing about the service you would propose.</i></p>	
<p>Questions regarding Expected Contact Volumes</p>	<p>Response</p>	
<p>27. What is the expected total monthly contact volume? (Please provide total volume and % breakdown)</p>	<p>Phone calls</p>	<p><i>Please read RFP</i></p>
	<p>Walk-ins(onsite)</p>	<p><i>Section 2.1</i></p>
	<p>E-Mail</p>	
	<p>Voice Mail</p>	
	<p>Web Portal</p>	
	<p>Direct entry by user into ticketing tool</p>	
	<p>Fax</p>	
<p>28. Are there any peaks to be expected? Daily (Example: 9h00am to 11h30am) Monthly (Example: Beginning of the month and end of the month) Yearly (Example: Spike during July & August)</p>	<p><i>Every Monday and Tuesday, council days.</i></p>	

RFP 2021-26 – Full Service Managed Service Provider – Q&A

<p>29. Is there a maximum amount of time the Help Desk staff will work on a problem? For example, initial call limited to 8 minutes, and then escalated to another level.</p>	<p><i>We look forward to reading your proposal on this matter.</i></p>
<p>30. Please provide statistics on average talk time, inbound and outbound?</p>	<p><i>Information not available.</i></p>
<p>31. Please provide statistics on variations on call volumes by day of the month, over a minimum 6 month period.</p>	<p><i>Information not available.</i></p>
<p>32. Are telephone statistics captured? If yes, please fill out Table 1 <i>(included on next page)</i></p>	<p><i>No. Table 1 removed.</i></p>
<p>Questions regarding Current Service Desk Information</p>	
<p>33. Do the Help Desk agents have access to the applications and technical infrastructure they support? <i>(Example, are they testing environments in place that the agents may use to try and replicate the problems?)</i></p>	<p>No. MSP would act as an agent with the software vendor to troubleshoot.</p>
<p>34. Does the Help Desk have any other responsibilities such as procurement agents, change management agents, production</p>	<p>Help desk would be responsible for support. MSP would be consulted on procurement, communication, change management, production control, asset management, et cetera.</p>

RFP 2021-26 – Full Service Managed Service Provider – Q&A

control, asset management, et cetera?	
35. Are there any escalation procedures in place? If yes, please provide information.	As needed. Issues affecting the broader organization will be dealt with through the Business Systems contact.
36. What is the Ticketing Tool Used today <i>(Example: Heat, ITSM 7.0)</i>	Please read RFP, section 2.2.4

Table 2: Additional required information

CGI Questions		
38. 1-800: Would a new 1-800 number be required?	No.	
39. Please provide Reporting frequency (SLA phone metrics reporting is only provided once a month.)	Unavailable.	
40. Additional support language required?	No.	
41. Other:	Please read RFP.	
CGI Questions regarding Wintel-Storage-Backup-Linux		Response
42. What is the business requirement concerning the availability of the servers (by environment)?		<i>7:30am-4:30pm EST 99.9% Availability</i>

RFP 2021-26 – Full Service Managed Service Provider – Q&A

43. What is the business requirement for availability of the LAN and WAN networks?	<i>7:30am-4:30pm EST 99.9% Availability</i>
44. Do all existing Windows servers have hardening? If yes, can you indicate the security standard (e.g. CIS)?	<i>Successful proponent will be given this information.</i>
45. Are you also looking to retain Domain controllers Security event logs? if yes, what would be the retention period?	<i>Yes, will work with new MSP to determine appropriate retention.</i>
46. Which version of Windows are running AD services?	<i>We would expect all servers to be quoted as Windows Server 2019 for the purpose of this RFP.</i>
47. Are you using DFSR or FRS for SYSVOL replication?	<i>We would expect all servers to be quoted as Windows Server 2019 for the purpose of this RFP.</i>
48. Can you provide a breakdown of your existing AD Forest(s)? And the Domain functional level (DFL) and Forest functional level (FFL)?	<i>This information will be provided to the successful proponent.</i>
49. What is your existing backup solution for Active Directory service? And does it offer the option to perform AD Authoritative/Non-Authoritative object(s) restore? Also, is this something you want the supplier to be responsible for?	<i>The MSP will be responsible for AD backup service.</i>
50. Please provide the number of monthly Incidents broken down by Severity.	<i>Please see Questions and Answers – Set 8 answer 27</i>
51. Please provide the number of Service Desk contacts related to infrastructure.	<i>Please see Questions and Answers – Set 8 answer 27</i>
52. Please provide the number of monthly Problems.	<i>Please see Questions and Answers – Set 8 answer 27</i>
53. Please provide the number of monthly Changes (will they consist of Infra and Application and will they be logged in different tools)	<i>Please see Questions and Answers – Set 8 answer 27</i>

RFP 2021-26 – Full Service Managed Service Provider – Q&A

<p>54. Please provide details on the backup infrastructure, such as count of media/master servers, tape library, any D2D appliances details etc. for each location</p>	<p><i>This will be provided to the successful proponent.</i></p>
<p>55. Please provide the backup size in TB for the entire environment.</p>	<p><i>Servers are 6TB in operation. Backups will need to accommodate that.</i></p>
<p>56. Please provide the tools used to perform the following functions: a. Patch Management b. Monitoring c. Reporting d. Automation & Orchestration e. Anti-Virus</p>	<p><i>This will be provided to the successful proponent.</i></p>
<p>57. Please provide the backup volume details to be supported as part of the RFP</p>	<p><i>Multiple locations. Back up in cloud, alternate in data center.</i></p>
<p>58. Please highlight the major pain points or challenges in terms of services, operations, technology, etc.</p>	<p><i>Communication.</i></p>
<p>59. Please provide the last 6 months of ticket data dump for the in-scope services, including the following fields: a. Incident Number b. Short Description c. Resolution Summary d. Resolver Group e. Incident creation date and time f. Incident resolution date and time g. Incident closure date and time h. Affected Configuration Item i. Priority/Severity of incident (P1, P2, P3, P4, P5) j. Incident Created by k. Incident type (Infra Alert or other)</p>	<p><i>Please see Questions and Answers – Set 8 answer 27</i></p>

RFP 2021-26 – Full Service Managed Service Provider – Q&A

<p>60. Please provide the detailed inventory with the following fields:</p> <ul style="list-style-type: none">•Server / Host Name•Server Type (Physical / Virtual)•OS Type (Windows, Linux, UNIX, etc.)•OS version•Location Name•Location Type (Datacenter, Data Room, etc.)•Server Role•Application hosted•Database type, version hosted on server•Hardware Manufacturer•Hardware Make and Model•Warranty details (End of Life, under AMC, etc.)	<p><i>This information will be provided to the successful proponent.</i></p>
<p>61. Please provide information on the expected growth of servers and storage</p>	<p><i>Low growth.</i></p>
<p>62. Please provide the following details on Backup:</p> <ol style="list-style-type: none">1. How is the current Backup being done?2. Number of failed backup jobs in a typical a month3. Backup policy with retention years	<ul style="list-style-type: none">• <i>how often is it backed up</i> <p><i>Production servers are 4 times a day</i></p> <p><i>All other servers are once a day</i></p> <ul style="list-style-type: none">• <i>If it is being backed up off-site, how is that achieved?</i> <p><i>All servers are cloud based, the servers are replicated between geographically separate data centres.</i></p>
<p>63. How do you currently manage major incidents?</p>	<p><i>Incident Response Plan.</i></p>
<p>64. What tools are used to manage the environment (event/monitoring, incident, change, image/patch, etc.)?</p> <ol style="list-style-type: none">a. Can you provide insight on any challenges from an existing tools perspective?b. Are any of these tools open for replacement as part	<p><i>These tools are to be provided by the MSP.</i></p>

RFP 2021-26 – Full Service Managed Service Provider – Q&A

of the service delivery enhancement? If yes, please provide details.	
65. Please provide a list of any major outages in last 6 months	<i>No major outages.</i>
66. With regard to applying patches standards or emergency security patches, is scanning required to validate the closing of specific vulnerabilities? Or is it satisfactory to simply confirm the patch application was performed?	<i>Patch confirmation required, mitigation implementation required.</i>
67. As part of the L1/L2 Service, will the supplier be required to perform and/or participate in your Vulnerability Management program driving Patch Management or just the Patch Management activity as required?	<i>Yes.</i>
68. Regarding Office 365 licensing and billing: what is the breakdown of your Office 365 license types?	<i>Office 365 E3 – 49 Licenses Office 365 E1 – 14 Licenses Exchange Online (Plan 1) – 20 Licenses</i>
69. Have you purchased any additional add-on features? (i.e. ATP etc.)	
70. Is Commvault your Office 365 backup platform?	<i>This information will be provided to the successful proponent.</i>
71. Are you open to other economical solutions for Office 365 backup?	<i>Yes.</i>
72. Do you have third-party tools for email protection and anti-phishing?	<i>Please read RFP, section 2.2.3</i>

RFP 2021-26 – Full Service Managed Service Provider – Q&A

73. What tool are you using for the management of your server licenses?	<i>The MSP will provided this tool.</i>
CGI Questions regarding Network Mgmt	Response
74. Please provide a list of network equipment, with specifics on make and model and related maintenance contracts, for any device in remote offices that are in scope for Managed Services	The successful proponent will receive this information.
75. Is there a current network schematic representing office and the CSP hosted site available for reference, including the Internet carrier details?	The successful proponent will receive this information.
76. Are any management tools available in the environment today?	The MSP will provide management tools.

77. Is the Township expected to work tickets in the provider’s ITSM tool or just submit tickets, perform approvals and view the status of the existing tickets?	The Business Systems Contact will be able to access the MSP’s ITSM for review, follow-up, and communication on tickets.
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Question regarding Pricing format:

78. In the RFP on page 14 under Stage 2 - Fees it states: “The total cost (on the Proposal Submission Document) shall be inclusive, including but not limited to, fees, mileage, disbursement, and travel time. It is acknowledged that some items will be subject to HST, however HST is not to be shown” however we do not see	Pricing is to be included in a separate document to be reviewed after a proposal passes the Stage 1 check.
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RFP 2021-26 – Full Service Managed Service Provider – Q&A

anything on the Proposal Submission document (page 13) relating to the pricing. Are we to list the total cost on the pricing on the Proposal Submission document and where on the document?	
79. Are we required to submit the pricing as a separate document? The RFP indicates 2 envelope process however we are submitting electronically through the procurement portal.	Yes. The pricing document should be clearly separated with full cover page.

Questions and Answers – Set 9

1. Please provide configuration details of all servers and inventory of IT infrastructure.	Windows Environment, please price as if all servers are Windows Server 2019. Domain Controller (x2); vCPU: 4, RAM: 8GB, SSD: 100GB Connection Broker & RD Web; vCPU: 2, RAM: 6GB, SSD: 80GB RDS Gateway; vCPU: 2, RAM: 6GB, SSD: 80GB RDS Session Host (x3); vCPU: 8, RAM: 32GB, SSD: 80GB File & Print Server; vCPU: 4, RAM: 8GB, SSD: 1.3TB Application Specific Servers (x5); vCPU: 6, RAM: 12GB, SSD: 360GB
2. Who is the current MSP and hosting location. Will the MSP be cooperative during the transition and provide any requested information?	The Township has not disclosed document takers. The current MSP will co-operate with the successful proponent.

RFP 2021-26 – Full Service Managed Service Provider – Q&A

3. Please provide a network diagram and/or high level architecture diagram.	The successful proponent will receive this information.
4. Please confirm you like the new MSP to provide and manage the O365 tenancy subscriptions? What type of O365 subscription/license?	Office 365 E3 – 49 Licenses Office 365 E1 – 14 Licenses Exchange Online (Plan 1) – 20 Licenses
5. Can the MSP provide the endpoint protection agent?	The successful MSP will be responsible for providing an endpoint agent.

Questions and Answers – Set 10

1. What has instigated the creation of this RFP?	In 2020, the township's IT administrator departed. To ensure business continuity, we quickly migrated to the vendor that had provided backup / relief to our in-house administrator. The Township's procurement policy requires us to go to market.
2. Does the incumbent covers the scope of services listed in the RFP?	The RFP details the set of requirements to meet the needs of the township.
3. Will the incumbent be participating in this RFP?	The RFP is available to all bidders on biddingo.
4. Can Township share name of the incumbent?	The Township has not disclosed document takers.
5. What is Township annual budget to cater to the scope of services?	The Township wants to hear what proponents' solutions are with an emphasis on solution designs to meet our needs effectively. We want an honest assessment of what it would cost for a proponent to properly service our needs.
6. Does Township have a network overview that they can share? For eg, how are the sites connected?	Network overview will be provided to successful proponent. Satellite locations are connected to internet via their own ISP. Users at Satellite sites may log into RDS portal.
7. Kindly provide the list of all locations, including and if any missed out in the RFP document.	Section 2.1 of RFP lists all locations.

RFP 2021-26 – Full Service Managed Service Provider – Q&A

<p>8. Can you provide the number of switches, firewalls, access points? It would be ideal if we can get the count of the network devices at each site?</p>	<p>A complete inventory list will be available to the successful proponent. For the purpose of this RFP, assume each location includes a firewall/router and switch(s).</p> <p>Majority of office staff are on-site at the Administrative campus. 0-2 staff at satellite locations.</p>
<p>9. What is the Connectivity & Bandwidth at each site?</p>	<p>Please read RFP, Section 2.1 Current Township Services and Systems</p>
<p>10. Does Township expect the vendor to manage their ISP (Internet service provider) on their behalf?</p>	<p>It would be expected that any required troubleshooting with the ISP will be conducted by the successful proponent. The Township’s Business Systems contact will arrange upgrades/inquiries on ISP service.</p>
<p>11. Can you please describe the function of servers and compute requirements?</p>	<p>Windows Server Environment, Assume Windows Server 2019 for the purpose of the RFP. Domain Controller (x2); vCPU: 4, RAM: 8GB, SSD: 100GB Connection Broker & RD Web; vCPU: 2, RAM: 6GB, SSD: 80GB RDS Gateway; vCPU: 2, RAM: 6GB, SSD: 80GB RDS Session Host (x3); vCPU: 8, RAM: 32GB, SSD: 80GB File & Print Server; vCPU: 4, RAM: 8GB, SSD: 1.3TB Application Specific Servers (x5); vCPU: 6, RAM: 12GB, SSD: 360GB</p>
<p>12. Are all the workstations joined to Active directory?</p>	<p>Yes.</p>
<p>13. Do printers use a central print queue or is it direct printing?</p>	<p>Print server</p>
<p>14. Please provide the device count of printers/scanners and predominant make and model?</p>	<p>RICOH Multifunction Printers are located at the Administrative Campus.</p>
<p>15. Can we get a breakdown of number of users per site?</p>	<p>On-site office staff typically work at Administrative Campus. Satellite locations 0-2 people.</p>
<p>16. Are there spare workstations already available?</p>	<p>Yes.</p>
<p>17. Is there DR in place? If yes, when it was last tested?</p>	<p>DR will need to be updated with the successful proponent.</p>

RFP 2021-26 – Full Service Managed Service Provider – Q&A

<p>18. What is the current Anti-Malware product? Is there any SIEM product in place?</p>	<p>Antivirus is to be provided by the successful proponent. Please detail your solution.</p> <p>SIEM is to be provided by the successful proponent. Please detail your solution.</p>
<p>19. Will MSP be supporting Phone issues, mobile device issues?</p>	<p>MSP will support basic phone troubleshooting/connectivity. Hardware issues are taking up with mobile vendor.</p>
<p>20. Are mobile devices to be supported and if so, are they corporate or personal devices?</p>	<p>Mobile devices for basic trouble shooting for connectivity. Hardware issues supported by mobile vendor.</p>
<p>21. What is the present email solution?</p>	<p>Exchange</p>
<p>22. Are there any site to site VPNs</p>	<p>Users are able to access our RDS portal remotely. Do not require to be on VPN. VPN project assessment is in project pool awaiting capacity to deliver.</p>
<p>23. Is there any client based VPN used to access server?</p>	<p>Users are able to access our RDS portal remotely. Do not require to be on VPN. VPN project assessment is in project pool awaiting capacity to deliver.</p>
<p>24. What are the historical onsite visits, e.g. Number of times per month?</p>	<p>Estimate 2 per month</p>
<p>25. Please share the backup requirements: a. What is current backup methodology (Tape, Disc, Online etc) b. Is the Data only or System state also backed up</p>	<p>Online, Data Only</p>
<p>26. Back up requirements: a. How much data is backed up b. how often is it backed up c. If it is being backed up off-site, how is that achieved? d. Local backups, if any?</p>	<ul style="list-style-type: none"> • How much data is backed up 6TB • how often is it backed up Production servers are 4 times a day All other servers are once a day • If it is being backed up off-site, how is that achieved? All servers are cloud based, the servers are replicated between geographically separate data centres.

RFP 2021-26 – Full Service Managed Service Provider – Q&A

	<ul style="list-style-type: none">Local backups, if any? All servers are cloud based, the servers are replicated between geographically separate data centres.
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Questions and Answers – Set 11

1. For the ticket counts mentioned in the RFP, can a rough order of magnitude on the distribution/classification of those tickets, in terms of the criticality or the support-level apportioning	Information at that granularity is not available. On average, 51 tickets per month. Approximately 2 on site visits per month.
2. Will the support calls limited to the Canadian/US daytime or will the Help Desk be expected to provide off business hour, such as 24 X 7, 5 X 8 etc ?	Please read the RFP, section 2.2.4.1
3. Is the EUC support expected to be a separate team, or the same team is expected to handle both types of support ?	It is not expected that the service desk support and system architects/administrators be the same team. The proponent may propose a single team (Tier 1-3), or Tier 1/Tier 1.5 and a separate Tier 2/Tier 3 team.
4. Can an inventory of tools landscape be provided, such as those related to Monitoring (both apps and Infra), Reporting, ITSM, such as AppD, Dynatrace, Moogsoft, New Relic, Service Now, Remedy, CASD and any integrations that are currently in place etc.	The successful MSP will be responsible for providing management tools, ITSM, etc.
5. Is the support expected to be cross-platform, Windows, Linux, AIX, VM Ware etc ?	The Township is operating in the Windows environment for both servers, and end user computers.
6. Above and beyond the support typically provided to the PMO by the Operations teams for aspects related to each Infra Tower/Track, what type/level of specific support is expected as part of the Managed Services to support projects ?	Future projects are not in scope. The Township may choose to work with the successful proponent on future projects to be evaluated separately.
7. Are there any Automation, RPA, AIOps tools currently available or in use are there any initiatives currently	PowerAutomate.

RFP 2021-26 – Full Service Managed Service Provider – Q&A

<p>ongoing or a plan for the near term or mid/long term ? [This can be set aside for now]</p>	
<p>8. The RFP speaks about the MS team to be onshore. Is there any flexibility in terms of geo-distribution of the team, particularly for the Level 1/1.5 support based out of offshore, particularly for tasks that do not require view or direct access to data or infra assets such as compute, db, network, storage etc.?</p>	<p>Both service desk support, and network administration staff must be located within Canada.</p>
<p>9. What type and distribution of lower environments that exist today ?</p>	<p>None.</p>
<p>10. Can a summary of the categories/classification (ClassA/Gold/Tier-1, ClassB/Silver/Tier2 etc.) and count of business applications and the related operational SLAs/KPIs be made available, and the technologies used by these applications. Is there a forma CI/CD pipeline process in place for managing application life cycle ?</p>	<p>We will provide this information to the successful proponent.</p>
<p>11. Are there any EOL/Support platforms, tools, apps that are on extended support or have immediate plans to upgrade ?</p>	<p>For the purpose of the RFP assume all servers will be Windows Server 2019. All laptops have been purchased within 18 months.</p>
<p>12. What are the current compliance level as reported by the CISO organization ?</p>	<p>This information will be shared with the successful proponent.</p>
<p>13. Is there a structured Patch/Vulnerability Management program in place that ensures regular cadence to review and manage security threats. What is the current Security Posture ?</p>	<p>Yes. The MSP is responsible for patch/vulnerability management.</p>
<p>14. Virtusa can provide a facility where they can house the resources? Is that preferred approach by GB ?</p>	<p>The proponent may submit a proposal with the cloud solution of their choice to meet the needs of the Township.</p>
<p>15. What is the high-level distribution of infra assets, with their classifications. Compute, Network, Storage, DB, Middleware etc, ?</p>	<p>Network diagrams and infrastructure lists will be provided to the successful bidder. For the RFP, the proponent can assume there is a minimum of a firewall/router and switch at all locations.</p> <p>Server Resources are:</p>

RFP 2021-26 – Full Service Managed Service Provider – Q&A

	<p>Windows Server Environment, Assume Windows Server 2019 for the purpose of the RFP.</p> <p>Domain Controller (x2); vCPU: 4, RAM: 8GB, SSD: 100GB</p> <p>Connection Broker & RD Web; vCPU: 2, RAM: 6GB, SSD: 80GB</p> <p>RDS Gateway; vCPU: 2, RAM: 6GB, SSD: 80GB</p> <p>RDS Session Host (x3); vCPU: 8, RAM: 32GB, SSD: 80GB</p> <p>File & Print Server; vCPU: 4, RAM: 8GB, SSD: 1.3TB</p> <p>Application Specific Servers (x5); vCPU: 6, RAM: 12GB, SSD: 360GB</p>
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