



**Town of View Royal**

**Addendum #1**

**Request for Proposals**

**Information Technology Managed Services Provider RFP 2019/F02**

**Issued August 15, 2019**

The Town of View Royal (View Royal) wishes to issue the following addendum to its *Request for Proposals – Information Technology Managed Services Provider RFP 2019/F02*:

**NOTIFICATION OF WAIVED REQUIREMENT:**

The requirement stated in Section 4.3 *Mandatory Site Visit* as “Attendees must indicate their intent to attend the site meeting in advance in writing to [finance@viewroyal.ca](mailto:finance@viewroyal.ca) . . .” is hereby **waived**.

For clarity, the requirement to attend the site meeting and tour held on Friday, August 9, 2019 is **NOT** waived. Attendance at this meeting will be confirmed prior to any proposal being accepted.

**NOTIFICATION OF EXTENSION OF DEADLINE FOR PROPONENT QUESTIONS:**

The milestone stated in Section 2 *RFP Timeline* as “Deadline for Proponent questions – August 16, 2019” is hereby extended to **4:00 pm local time Wednesday, August 21, 2019**. Questions received after this time may not be answered.

**SITE MEETING ATTENDEE QUESTIONS AND ANSWERS:**

The following is a summary of questions asked during the site meeting held at 2 pm on Friday, August 9, 2019. The responses below confirm information provided verbally at the meeting and may provide additional information and clarification. Proponents are reminded that while best efforts are employed to ensure the veracity and completeness of this information, Section 4.6 *Disclaimer* applies to information in this addendum.

**1. Proponent Question**

Is Council Chambers used as an Emergency Operation Centre?

**Response**

View Royal has two Emergency Operation Centres – one in Council Chambers at Town Hall and one at the Public Safety Building.

**2. Proponent Question**

Are the Konica Minolta printers serviced by Monk Office?

**Response**

The Konica Minolta printers are managed by View Royal staff either through a service contract with Monk Office or through a service call as needed.

**3. Proponent Question**

Are the printers on a managed print service?

**Response**

No.

**4. Proponent Question**

Are all the desktop printers Lexmark?

**Response**

No, we have a mix of Lexmark, HP, Epson and Brother printers.

**5. Proponent Question**

Is the IT Managed Services Provider responsible for audio/visual services in Council Chambers?

**Response**

Currently, maintenance of audio/visual services in Council Chambers is provided by internal staff or an external contractor as needed.

**6. Proponent Question**

Does Council live stream council meetings?

**Response**

Currently, Council meetings are not live streamed, but this will likely be considered in the future.

**7. Proponent Question**

Is the IT Managed Services Provider required to be onsite during council meetings?

**Response**

Currently, onsite IT services are not required during Council meetings. View Royal staff typically test audio/visual equipment prior to scheduled meetings with enough lead time (usually a minimum of 4 hours) to resolve minor issues or to provide workaround solutions in advance of the meeting.

**8. Proponent Question**

Is the HP DesignJetT2300 large-format plotter on a service contract?

**Response**

No, the HP DesignJetT2300 large-format plotter is not on a service contract.

**9. Proponent Question**

Are there pain points in the network?

**Response**

There are two specific areas of concern that require attention, improvement or monitoring:

- Wireless services at Town Hall for internal and “guest” access, especially in Council Chambers; and
- Network connection between Town Hall and the Public Safety Building. This has been greatly improved with the implementation of the VPLS, however may require monitoring and attention given the number of affected users if the system fails or service degrades.

**10. Proponent Question**

Are there complaint pain points in the network?

**Response**

We are not aware of other significant network issues other than those identified above.

**11. Proponent Question**

Is the current IT Managed Services Provider applying?

**Response**

View Royal welcomes proposals from all vendors complying with the requirements of the RFP.

**12. Proponent Question**

Are there any current service delivery issues?

**Response**

Recent technology improvements significantly altered the pre-existing infrastructure to a more modern Hybrid Exchange/Office 365 platform, requiring a shift in the scope of technology services compared to the current service contract.

**13. Proponent Question**

Does View Royal use any SharePoint designs?

**Response**

View Royal has not yet fully deployed sites in SharePoint and has not established any SharePoint designs. We implemented Office 365 earlier this year, with an emphasis on

Teams. We are currently in the planning stages to develop an intranet using SharePoint; View Royal does not currently have an intranet.

**14. Proponent Question**

Will View Royal move to Teams phones?

**Response**

We implemented Shaw Smart Voice at both Town Hall and the Public Safety Building in 2018 with a 60-month contract. Closer to the contract expiry date, View Royal will consider all options for telephone service delivery in compliance with its purchasing policy.

**15. Proponent Question**

How are the two locations (Town Hall and Public Safety Building) connected?

**Response**

See Section 8.4.4 *Networking and Bandwidth* – The two facilities are connected via Shaw Business fibre virtual private LAN service (VPLS) with quality of service agreement 100M Standard.

**16. Proponent Question**

How many staff are located at Public Safety Building?

**Response**

The Public Safety Building houses the Fire Protection, Emergency Program, Building Inspection and Bylaw Enforcement functions with 10 employees (full-time and part-time). There are approximately 35 volunteer fire fighters, however View Royal does not supply individual devices to them.

**17. Proponent Question**

Is the Public Safety Building open 24 hours a day?

**Response**

Fire Protection staff are generally available in shifts to cover 24 hours/7 days/week; however, the building is typically open during regular hours only (see Section 8.2 *Facilities information*). Arrangements can be made to access the building if after-hours work is required.

**18. Proponent Question**

How many support tickets are initiated per month?

**Response**

On average there are approximately 22 support tickets initiated each month.

**19. Proponent Question**

How many tickets require response after hours?

**Response**

There are approximately 2 support tickets initiated each month that require work outside of regular hours.

**20. Proponent Question**

How many wireless access points are installed at each location?

**Response**

There are 3 wireless access points at the Public Safety Building and 3 at Town Hall.

**21. Proponent Question**

Will we be required to be Payment Card Industry Data Security Standards (PCI DSS) compliant or assist with View Royal's PCI compliance?

**Response**

Currently, View Royal is not set up to accept credit cards, either in person or online. However, the IT Strategic Plan and resulting capital program includes expansion of View Royal's online functionality to include accepting credit cards online. Per Section 4.9 *Compliance with BC Privacy laws and Payment Card Industry standards*, the successful proponent will be expected to assist View Royal in maintaining PCI DSS compliance.

**22. Proponent Question**

Is View Royal open to change the preferred supplier for software licensing?

**Response**

All purchasing activity must follow View Royal's Purchasing Policy (#1600-021) accessible at [www.viewroyal.ca](http://www.viewroyal.ca). Where there are no contractual limitations, View Royal will consider any procurement arrangement that provides the best value.

**23. Proponent Question**

Can the successful proponent bid on infrastructure purchases?

**Response**

View Royal's Purchasing Policy and tender document language would prohibit any proponent that assisted in the preparation of bidding documentation from submitting a bid on that opportunity to avoid the inherent conflict of interest (similar to Section 3.12 *Conflict of Interest/No Lobbying* of this RFP).

**24. Proponent Question**

Will the successful proponent be able to suggest purchases?

**Response**

See Appendix B: Section 9.1 *Network Systems Administration* (n). The successful proponent will be expected to identify technological solutions that assist in achieving stated objectives, including sourcing equipment, software and services in compliance with the purchasing policy.

**25. Proponent Question**

Most workstations and some printers are HP brand. Is there a reason?

**Response**

View Royal has not developed formal hardware or service catalogs; however, we have standardized where possible or practical. We would consider any proposal that demonstrates best value over the long term.

**26. Proponent Question**

Will itgroove continue providing services?

**Response**

View Royal will always seek the best value for money in accordance with its purchasing policy. Itgroove was selected to implement Office 365 services and will continue until that work is completed. View Royal may contract with any vendor, including itgroove, for technology services outside the scope of this RFP.

**27. Proponent Question**

Will there be documentation passed on to the successful proponent?

**Response**

Yes, the current MSP is expected to provide documentation during the hand-off process.

**28. Proponent Question**

Is there an IT road map?

**Response**

The IT Strategic Plan is refreshed every three years. The next update is scheduled to be done in 2020 – see Section 8.3 *Background*.

**29. Proponent Question**

Is there a transitions time frame?

**Response**

See Section 5.5 *Schedule*.

**30. Proponent Question**

Are emergency dispatch services provided by ECOM?

**Response**

Emergency dispatch services are provided through the City of Surrey dispatch centre.

**31. Proponent Question**

Are there alarms in the server room at the Public Safety Building?

**Response**

No.

**32. Proponent Question**

Describe the “rip and run” printers at the Public Safety Building?

**Response**

The “rip and run” printers are accessed directly through the City of Surrey dispatch system to broadcast information about an emergency call. There are 2 of these printers (HP model P2055dn) set up with unique IP addresses to trigger the paging and station alert systems when a call is received.

**33. Proponent Question**

Does View Royal use “I Am Responding” app? Who is responsible for administering this application?

**Response**

The “I Am Responding” application is part of the City of Surrey dispatch emergency call notification system and is maintained by View Royal staff in cooperation with Surrey dispatch staff.

**34. Proponent Question**

Is the incumbent currently providing specific services that will be unavailable after transition to the successful proponent?

**Response**

The incumbent has been providing anti-virus software, which has been replaced with our implementation of Windows 10 and Intune. As well, the current contractor supplies the ticketing system and remote connection tool for offsite access.

The new provider will need to implement a solution to remotely monitor View Royal systems and devices as well as implement a suitable ticketing system.

**35. Proponent Question**

How does the current ticketing system work?

**Response**

The incumbent provides access to the system licensed to them. Staff submit requests by phone, email, direct message in Teams or in person to the IT Coordinator or to the service provider. The IT Coordinator submits tickets for issues that she is unable to resolve. Response actions and related information are tracked in the ticketing system.

**36. Proponent Question**

Who needs access to the ticketing system?

**Response**

Currently, the IT Coordinator and the Director of Finance access the ticketing system for submitting tickets and monitoring progress. We will consider any system or change to process that achieves the objectives identified in this RFP and specifically in Section 5.2 *Delivery of services*.

**37. Proponent Question**

Does the IT Coordinator want to continue to be the first point of contact?

**Response**

Currently the IT Coordinator is the first point of contact for most issues, however, we will consider any system or process that achieves the objectives outlined in this RFP and specifically in Section 5.2 *Delivery of services*.

**38. Proponent Question**

Does the IT Coordinator have or need access to servers?

**Response**

The IT Coordinator has access to servers; however, the operational need is limited to specific applications (e.g. copying a SQL server database LIVE to TEST or viewing a specific application's log files).

View Royal requires a means of full access to all systems from a business continuity point of view.

**39. Proponent Question**

Appendix B: Section 9.3 *Service Desk Support* (h) indicates the service provider is required onsite on a regular schedule of one day per week for a minimum of 7 hours. Please clarify.

**Response**

The successful proponent will work onsite at either Town Hall or the Public Safety Building at least one 7-hour day per week. The selection of the weekday (e.g. Tuesday) will be determined during the negotiation process but is expected to normally be the same day each week and the hours will coincide with regular business hours (e.g. 8:30 AM to 4:30 PM).