

**THE CORPORATION OF THE TOWNSHIP OF
BLACK RIVER-MATHESON**



**REQUEST FOR PROPOSALS
RFP NUMBER ADM2025-004**

**Information Technology Services
Addendum #1**

Sealed Proposals, clearly marked:
“Sealed Proposal – IT Services – Do Not Open”

Starting Date:	May 5th, 2025
Closing Date:	2:00PM on May 30th 2025
Proposal Opening:	2:15PM on May 30th 2025

Lowest or any Proposal not necessarily accepted.

The Corporation of the Township of Black River-Matheson
P.O. Box 601, 367 Fourth Ave.
Matheson, ON P0K 1N0
Email: hlei@twpbrm.ca
Phone: 705-273-2313

RFP No. ADM2025-004

RFP Issues: May 5th, 2025

Addendum #1 Issued : May 12th, 2025

Submission Deadline: May 30th, 2025 at 2:00 P.M. (EST)

This Addendum is hereby issued to supplement and amend the Township's Request for Proposal (RFP) for IT Services. The purpose of this Addendum is to provide clarification and respond to questions received from prospective proponents. This Addendum forms part of the RFP and is to be read, interpreted, and considered together with all other parts of the RFP.

1. Questions and Answers

Q1: How many workstations and servers does the Township currently operate?

A1: The Township currently operates 28 workstations and 4 servers (1 physical host and 3 guest servers).

Q2: What is the current backup solution?

A2: The Township uses a Datto S5X appliance located in the server room. It performs daily backups of each guest server and synchronizes to the cloud to allow for recovery in case of appliance failure.

Q3: What software and operating systems are in use?

A3: The Township uses Microsoft 365 and all systems operate on Windows OS.

Q4: What is the contract length?

A4: The contract term is open-ended until services are no longer required. A 30-day notice period is required for termination on either party.

Q5: Page 14, Section 4.5 lists Proposal Organization and Content. Should the Price Proposal be included?

A5: Yes, the Price Proposal must be included. It may be combined with the other required sections (Cover Page, References, Licensing, Qualifications) or submitted as a separate section within the same sealed package.

Q6: Should the Price Proposal be submitted in the same sealed envelope?

A6: Yes, the Price Proposal should be submitted in the same sealed envelope as the rest of the Proposal, clearly labeled as required in Section 4.4.

Q7: Is there a Pricing Template to use? What pricing format is expected?

A7: There is no specific Pricing Template. Proponents should provide a clear pricing structure that includes:

- A fixed monthly fee covering standard services (e.g., a set number of support tickets, monitoring, routine maintenance, etc.), and
- Hourly labor rates for additional work outside the base package (e.g., on-site visits, installations, or specialized services).

Please specify position titles and experience levels (e.g., Junior, Intermediate, Senior, Manager, Architect) associated with the hourly rates.

Q8: Does the Township currently have an MSP providing the services described?

A8: Yes, the Township currently has a managed service provider.

Q9: What cyber protections are currently in place?

A9: The Township currently uses antivirus and firewall protection. Additional cybersecurity tools and protocols may be proposed by the proponent.

Q10: Is the successful provider expected to implement their own cybersecurity solutions?

A10: Yes, the provider is expected to assess, recommend, and implement appropriate cybersecurity solutions.

Q11: Please elaborate on the Township's video security, signage, and door entry systems.

A11: The Township utilizes local video surveillance, basic digital signage, and secure electronic door access at key facilities. Limited support may be required as part of broader IT responsibilities.

Q12: Can you elaborate on the requirement for 3 references and 5 similar engagements?

A12: References should reflect successful managed IT service engagements. At least 3 references must be provided. In addition, 5 similar engagements (of scope and scale) must be listed to demonstrate relevant experience.

Q13: Can you provide a list of IT assets and network diagrams?

A13: Currently available information includes: 28 workstations, 4 servers, Datto S5X backup, M365 environment, standard firewalls/switches, and a WAN-based site network. Formal diagrams will be made available to the selected proponent.

Q14: What kind of connectivity exists between Township sites?

A14: Sites are connected via a wide-area network (WAN) and supported by a central point of presence and telecommunications towers.

Q15: What desktop applications are used by staff?

A15: Staff primarily use Microsoft Office apps, web browsers, finance and asset management systems, and email.

Q16: What M365 subscription is used and what apps are active?

A16: The Township uses Microsoft 365 Business with active use of Outlook, Teams, OneDrive, and SharePoint Online. Use of Intune, Entra, or Autopilot is not currently implemented.

Q17: Is there a process for reassigning desktop devices?

A17: Yes, when staff depart, devices are retrieved, reimaged, and reassigned. Unused Township-owned devices are stored securely on-site.

Q18: Does the Township have a DR/BC plan?

A18: A formal Disaster Recovery and Business Continuity Plan is in early development. Input from the selected provider may be requested.

Q19: What IT policies are in place?

A19: Policies include Acceptable Use, Email & Internet and IT Security. These may be revised as part of ongoing IT governance improvements.

Q20: What is the Township's internet capacity?

A20: Main sites are served by business-grade broadband. Connection speed varies by site and may be upgraded in consultation with the successful proponent.

Q21: Can you provide data on support requests and infrastructure incidents over the past 12 months?

A21: Detailed logs are limited, but the Township estimates approximately 10–15 user support tickets per month and 3–5 infrastructure-related incidents quarterly.