

Date: **October 17th, 2025**

Addendum No. 4

RFP # TR RFP 2025-01

RFP Title: Managed IT Services

This addendum will form a part of RFP # **TR RFP 2025-01** (the “RFP”) and must be read in conjunction with it. In the event of any conflicting or inconsistent information, this addendum will take precedence over all requirements of the original RFP document and any addenda issued previously.

Bidders must acknowledge receipt of this addendum, in the field requested, when submitting their Bid.

I. RFP Revisions: N/A

II. Questions and Answers:

The following questions have been received, with the responses noted below. All information provided below forms part of the Bid solicitation document and is deemed to be included in your Bid.

Question #1: What makes of routers does the Municipality employ?

Question #2: How many routers does the Municipality have in service?

Question #3: What makes of switches does the Municipality employ?

Question #4: How many switches does the Municipality have in service?

Question #5: What makes of access points does the Municipality employ?

Question #6: How many access points does the Municipality have in service?

Question #7: What makes of on-site backup systems does the Municipality employ?

Question #8: How many on-site backup systems does the Municipality have in service?

Question #9: What type of cloud backup system does the Municipality employ?

Question #10: What brand of anti-malware is used by the system?

Question #11: What VPN technologies are in use for employees that work from home or work remotely?

Question #12: How many physical servers are in service?

Question #13: How many virtual machines are in service?

Question #14: What hypervisor(s) are used by the system?

Answers #1 through #14 Inclusive: This information is available as part of the secure data that is provided upon bidders signing the **mandatory NDA**, as detailed in **Addendum #2**.

The secure data folder has been updated to include this information. Bidders who have already signed the **mandatory NDA** will have the link access and can see the changes made.

To be considered, Bidders must meet this mandatory requirement.

If this mandatory requirement is not met the Bid will be disqualified and not considered further.

Question #15: Is a Mobile Device Management (MDM) system used to track mobile devices. If so, which one? How many end points are currently supported?

Answer #15: We do not operate an MDM system.

Question #16: Is a password manager deployed across the network?

Answer #16: We do not operate a password management system.

Question #17: What type of periodic testing Will be required? Pen Testing? Vulnerability Testing?

Answer #17: Penetration and Vulnerability Testing occur on a yearly basis through a third-party vendor, the details of which will be shared with the MSP that is awarded this contract.

Question #18:What type of testing of backups are required?

Answer #18: This question was addressed in **Addendum #2, Question #2**. A third-party vendor is responsible for testing backups and reporting to IT. Backup requirements are currently out of scope of this RFP.

Question #19: What firmware management is being referenced, what are the expectations?

Answer #19: As noted above, (in Answers #1-14), this information is available as part of the secure data that is provided upon bidders signing the **mandatory NDA**, as detailed in **Addendum #2**.

The addendum will form part of the RFP document.

All other terms and conditions of the RFP document remain the same.

End of Addendum #4