

Date: **October 14<sup>th</sup>, 2025**

**Addendum No. 3**

**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:** Can you provide a current IT asset inventory, including models, counts, software versions, and lifecycle status?

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

**Question #2:** What network monitoring or Remote Management tools (if any) are currently in place?

**Answer #2:** There are currently no monitoring or Remote Management tools.

**Question #3:** Will we be onboarding onto any existing ticketing systems (e.g., Zendesk, ServiceNow), or are you expecting the MSP to provide one?

**Answer #3:** The Municipality is currently using TopDesk, however we expect the new MSP to provide a ticketing system.

**Question #4:** Can you clarify the physical locations that require support in Ontario?

**Answer #4:** More detailed information is available as part of the secure data file available as part of the secure data that is provided upon bidders signing the mandatory NDA, as detailed in Addendum #2, however all physical locations are within the Municipality of Kincardine.

**Question #5:** Beyond MFIPPA compliance, are there additional cybersecurity frameworks or standards (NIST, CIS, ISO, Canadian municipal IT guidelines) the Municipality expects adherence to?

**Answer #5:** This information is available as part of the secure data that is provided upon bidders signing the mandatory NDA, as detailed in Addendum #2.

**Question #6:** What is the status of current vendor relationships (the two external IT partners mentioned) and will there be overlap during transition?

**Answer #6:** There will be some overlap during the transition. Our IT Specialist on staff will continue to work on site at the Municipality of Kincardine and will be assisting with the transition to this new hybrid MSP model.

**Question #7:** Are there legacy systems or unsupported applications that the MSP will be required to support temporarily?

**Answer #7:** 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 Municipality will continue to use existing applications for many of its day-to-day operations.

**Question #8:** For Level 3 escalations, should the MSP maintain partnerships with specific vendors, or will the Municipality coordinate those directly?

**Answer #8:** The Municipality has an IT Specialist on staff who will handle Level 3 escalations in cooperation with the MSP, especially in cases where the IT Specialist is unable to address the issue immediately.

**Question #9:** What is the expected on-site support model — ad hoc dispatch, or regular scheduled visits at multiple sites?

**Answer #9:** An ad hoc dispatch is preferred and would be based on ticket priority and response time, as well as for any emergency/critical support situations.

**Question #10:** Will the MSP be responsible for procurement support (quotes, vendor management) even though hardware/software is excluded from the contract?

**Answer #10:** Any procurement decisions of this nature will be based on the Municipality's procurement policy and will be at the full discretion of the Municipality.

**Question #11:** Do you have a security operations center (SOC)/SIEM integration, or will monitoring be limited to endpoint, firewall, and network devices?

**Answer #11:** This information is available as part of the secure data that is provided upon bidders signing the mandatory NDA, as detailed in Addendum #2.

**Question #12:** Are cyber incident response playbooks or tabletop exercises expected as part of ongoing services?

**Answer #12:** No.

**Question #13:** What are the Municipality's Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for backup/restorations.

**Answer #13:** This information is available as part of the secure data that is provided upon bidders signing the mandatory NDA, as detailed in Addendum #2.

**Question #14:** Will the Municipality provide/retain ownership of backup infrastructure, or is the MSP expected to provision cloud/third-party services?

**Answer #14:** Backup services are currently outside the scope of this RFP. The existing vendor contract renewal is scheduled for Q3 2028. Subject to the answer to Question #10 above, the Municipality will work with the MSP to select an appropriate product at that time. The Municipality will maintain these systems for the duration of the current agreement.

**Question #15:** Could the Municipality please consider extending the submission deadline for RFP TR 2025-01 – Managed IT Services by one week to October 22, 2025

**Answer #15:** The deadline has already been extended to October 22<sup>nd</sup> in Addendum #1.

**Question #16: Secure Data Access (NDA)** - We understand view-only access will be provided upon receipt of a signed NDA. Could you confirm the expected turnaround time from NDA approval to activation of the secure link?

**Answer #16:** Within business hours, access to the share is granted within 4 hours of receipt.

**Question #17: Transition Approach** - With the Bruce County agreement ending December 2025, does the Municipality prefer a parallel overlap transition (knowledge transfer with County resources before Dec 31) or a phased handover by system/workstream?

**Answer #17:** The County of Bruce will no longer be available to provide services to the Municipality beyond the contract completion date of December 12th, 2025. Our IT Specialist on site has sufficient knowledge to assist with any transition.

**Question #18: On-Site Presence** - The RFP states dispatch within one (1) business day. Is a daily embedded onsite IT Specialist expected, or will onsite support be dispatch-based according to ticket priority?

**Answer #18:** Our municipality has an onsite IT specialist on staff, and we expect this staff member to work together with the new MSP as somewhat of a hybrid model. We therefore anticipate onsite support will be dispatch-based according to ticket priority.

**Question #19: Helpdesk Service Hours** - Should proponents plan for business-hours coverage with after-hours emergency response, or full 24x7 support?

**Answer #19:** The proponent should plan for business hours support with after-hours emergency response.

**Question #20: Backup & Recovery Scope** - Since backups are currently with a third party, should the Managed IT Services provider still monitor backup job status and/or participate in DR test exercises?

**Answer #20:** Backups are not part of the scope of this RFP, as the municipality currently has an existing contract with a vendor for backups. Backup job status and DR testing is performed by the backup vendor. The MSP may be required to access the backups for data recovery on an as needed basis.

**Question #21: Cybersecurity Responsibilities** - Should the provider assume primary responsibility for endpoint/firewall security monitoring (managed SOC role), or will these remain under a separate contract/vendor?

**Answer #21:** The MSP should assume primary responsibility for endpoint/firewall security monitoring.

**Question #22: Licensing & Tenant Management** - For Microsoft 365 Business Standard/Basic and Azure P1: are licenses managed via a CSP partner or directly within the Municipality's tenant? This affects asset and compliance integrations.

**Answer #22:** These licenses are managed via a CSP partner.

**Question #23: Annual Asset Assessment Format** - For the August 1 annual report, does the Municipality prefer Power BI dashboards (for trend visibility) or Excel/PDF deliverables for budget planning?

**Answer #23:** The Municipality currently uses Excel/PDF for budget planning.

**Question #24: BAFO/Financial Stage Timing** - Following technical scoring, when will shortlisted, proponents be notified, and what is the anticipated timeline for BAFO submission?

**Answer #24:** At this point it is anticipated that the top three shortlisted respondents will be notified sometime during the week of November 3rd.

The BAFO meetings (confidential consultations) are anticipated to be scheduled for some time during the week of November 10th.

The Municipality may then issue updated Scopes of Work based on the BAFO sessions, along with a Financial Bid Form. These documents are anticipated to be released the week of November 17th.

BAFO responses from the top three shortlisted bidders, subject to meeting the above timelines, would be expected the week of November 24th.

These timelines are estimated and subject to being extended at the Municipality's sole discretion.

**Question #25: Innovation / AI Enhancements** - Would the Municipality consider optional AI-assisted service improvements (e.g., ticket reasoning, predictive incident detection) post-transition under a change request/enhancement framework?

**Answer #25:** The Municipality would consider an AI-assisted model.

The addendum will form part of the RFP document.

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

**End of Addendum #3**