

Date: **October 3rd, 2025**

**Addendum No. 2**

**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:**

**Revised Mandatory Requirements:**

All bidders interested in submitting a bid for this RFP **must** sign and submit the NDA (Non-Disclosure Agreement) attached to this Addendum prior to bid closing.

**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.**

The signed NDA must be sent to through RFP Contact: Roxana Baumann, Director of Corporate Services at [rbaumann@kincardine.ca](mailto:rbaumann@kincardine.ca).

Further details on the Municipality's IT Infrastructure can then be made available by the IT department through a secure link provided by the Municipality.

Wherever reference is made to the signing of the NDA in this RFP, this is a mandatory requirement in order to submit a bid.

In Part 2-Scope of Work, Section 1. GENERAL SCOPE OF CORE SERVICES, **Section I: Reporting & Account Management, item c)**

**Delete the line that reads:**

"c. A formal inventory and asset management assessment report is required with the proposal and annually by August 1st yearly for budget planning."

**and replace with:**

“c. A formal inventory and asset management assessment report is required annually by August 1st for budget planning.”

## **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:** Please provide the number of mobile devices, workstations, printers/MFPs, network devices and servers to be managed/supported and their makes and models. Are they currently under manufacturer warranty and if so, when does the warranty expire?

**Answer #1:** The number of devices and equipment is available in the secure data file that is provided upon bidders signing the **mandatory NDA, as detailed above and attached in this Addendum** .

Mobile device information is not available, as the Municipality does not currently have Mobile Device Management (MDM). Assume all devices are out of warranty unless purchased within the last 12 months.

**Question #2:** What is current backup strategy (hardware, software, services/subscriptions, ... )?

**Answer #2:** Backups are currently maintained by a third-party vendor and are currently out of scope of this RFP.

**Question #3:** What is the Municipality’s Disaster Recovery and Business Continuity Plan (i.e. redundant firewalls, services, connectivity, etc)?

**Answer #3:** This information is available as part of the secure data that is provided upon bidders signing the **mandatory NDA, as detailed above and attached in this Addendum**.

**Question #4:** What is the current on-premise infrastructure (server, storage, backup, firewall, switches, routers?)

**Answer #4:** This information is available as part of the secure data that is provided upon bidders signing the **mandatory NDA, as detailed above and attached in this Addendum**.

**Question #5:** Does the Municipality use the Microsoft Azure platform and if so, what Azure services does the Municipality subscribe to?

**Answer #5:** The Municipality is currently licensed for Azure P1, Microsoft Business Standard, and Business Basic.

**Question #6:** What business applications/suite are to be supported? If the applications/suite is cloud-based, what is the subscription level (i.e. business standard, business premium, E1, E3?)

**Answer #6:** A list of other software and systems is available as part of the secure data that is provided upon bidders signing the **mandatory NDA, as detailed above and attached in this Addendum.**

**Question #7:** Has the Municipality deployed Microsoft Intune and Autopilot for its end-user computing devices?

**Answer #7:** The Municipality is not currently using Microsoft Intune and Autopilot.

**Question #8:** Section I. Reporting & Account Management, item (c) states *“A formal inventory an asset management report is required with the proposal ...”* Will the Municipality please clarify what the bidder should submit with their proposal. Without access to the assets in the Municipality’s IT environment a report cannot be generated.

**Answer #8:** This should be revised to state, *“A formal inventory and asset management assessment report is required annually by August 1<sup>st</sup> for budget planning”*. See **i. RFP Revisions** above for further detail.

**Question #9:** Please confirm that the bidder’s October 15<sup>th</sup> submission is not to include any service pricing or a Financial Bid and that it is only if the bidder is down-selected that a Financial Bid (service pricing) is to be submitted?

**Answer #9:** This is correct. A Financial Bid is not required for the October 22<sup>nd</sup> submission. As noted in **Answer 1 of Addendum #1:**

**“Note:** Pricing is not being requested during the first phase of this BAFO process. Pricing will only be requested from the top 3 ranked bidders, as detailed in the Bidder’s Workbook of the RFP.”

Also, as noted in **Answer 1 of Addendum #1:**

**“Bids must be fully received by the Municipality’s system by 2:00:00 PM ET on Wednesday October 22, 2025...”**

**Question #10:** Will the Municipality provide details on current and planned Internet/ISP connectivity to its primary location and between its other work locations?

**Answer #10:** The data file “Mok – General Inventory and Discovery Notes” has been updated with this information and is provided upon bidders signing the **mandatory NDA, as detailed above and attached in this Addendum.**

**Question #11:** How often does your current service provider have to dispatch a resource to resolve an issue or fulfill a service request?

**Answer #11:** The Municipality has an IT resource on staff, and the Municipality currently utilizes the County of Bruce (upper-tier) as its IT Services Provider. The IT Services contract with the County of Bruce is terminating in December 2025. Upon termination of the contract, the Municipality will continue to utilize the resources of its existing IT staff resource alongside any new agreement entered into for this RFP. The agreement between the Municipality of Kincardine and the County of Bruce for IT Services is a publicly available document (By-Law 23-184) **and is attached to this Addendum.**

**Question #12:** Will the Municipality permit bidders to download and save the secure file documents?

**Answer #12:** No, bidders will be provided with viewing access only to the secure data files upon signing the **mandatory NDA, as detailed above and attached in this Addendum.**

The addendum will form part of the RFP document.

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

**End of Addendum #2**