

Date: **October 2nd, 2025**

Addendum No. 1

RFx # TR RFP 2025-01

RFx Title: Managed IT Services

Revised Submission Deadline: Bids must be received by 2:00:00 PM Eastern time on Wednesday October 22nd, 2025.

This addendum will form a part of RFx # **TR RFP 2025-01** (the “RFx”) 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 RFx document and any addenda issued previously.

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

I. 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: We would like to request a 2-week extension to both the questions and submission deadlines.

Answer #1: Both the question and submission deadlines are being extended by one week. As such:

The Municipality will respond to questions received by 5:00:00 PM ET on October 15, 2025.

Bids must be fully received by the Municipality’s system by 2:00:00 PM ET on Wednesday October 22, 2025, as noted above.

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.

II. RFx Revisions:

In the “Down selection – Up to Top 3 Bidders” section of the Table found on page 29 of the Bidder’s Workbook:

Delete line that reads:

“BAFO Scored out of 100 Points”;

and replace with:

“BAFO Scored out of 150 Points”

The balance of the Table remains the same.

In “Article 9 – Bid Review and Rectification”, on page 6 of the RFP,

Delete the following:

The last sentence of the first paragraph:

“Bids failing to meet a mandatory Bid submission requirement will be disqualified without prior notice to Bidders.”

The balance of the first paragraph remains the same.

Delete the second paragraph in its entirety:

“If there are administrative deficiencies, a Bidder may be sent a request to rectify the deficiency within a specified period of time. If the deficiencies aren’t rectified within the specified time period, the Bid may be disqualified. “Administrative deficiencies” are errors or omissions that do not, when remedied, add to the contents of the Bid for Bid scoring purposes and may include, as examples, a missing signature or missing contact information on the Submission Form, failing to identify a single bidder as the “Bidder” on a multi-party Bid, or missing contact information on a reference form.”

And replace with:

“In the event of missing information in a submission, a Bidder may be sent a request to rectify the deficiency within a specified period of time. If the deficiencies aren’t rectified within the specified time period, the Bid may be disqualified.”

In “Ranking” Article on page 30,

Delete the second last sentence:

“Bidders will be ranked with the top ranked Bidder being the Bid with the highest score.”

And replace with:

“Bidders will be ranked with the top ranked Bidder being the Bid with the highest BAFO Total Points (Technical + Financial).”

The balance of the Article remains the same.

Delete:

“Bidder’s Workbook – Technical Bid Form” (pages 33 to 37 inclusive).

And replace with:

“Bidder’s Workbook – Technical Bid Form Revised”, included with Addendum #1 as an Attachment.

All information provided below forms part of the RFX document and is deemed to be included in your Bid.

III. Clarifications:

The addendum will form part of the RFX document.

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

End of Addendum #1

Technical Bid Form

Instructions to Bidders

Bidders must complete the table(s) below and submit this completed form as their Technical Bid. The Municipality will accept Bids packaged using reproductions of the below tables provided that in the event of any conflict or inconsistency, or typographical error between the RFP table and the reproduced table, the RFP table will prevail.

** Cautionary Note for Existing and Prior MSPs **

If the Bidder has previously contracted with the Municipality, the Bidder must not assume that its Bid will be evaluated based on the Municipality's existing knowledge of the Bidder's products, services, experience, or qualifications. Each Bid will be evaluated based on the actual Bid contents.

Rating Scale

For Bidder's information, this is the scale that will be used by the Municipality to rate responses.

Rating Scale Used to Score Responses		
Rating (% of available points)	Bidder Response	Description
0%	No Response	Response was not provided
20%	Very Poor Response	Response provided but information is very limited or not relevant to the evaluation criteria.
40%	Poor Response	Response does not satisfy the evaluation criteria or align with stated preferences or expectations and/or details provided are unclear.
60%	Satisfactory Response	Response generally satisfies the evaluation criteria but lacks detail and does not provide clear justifications for deviations from stated preferences or expectations.
80%	Good Response	Response satisfies the evaluation criteria, provides sufficient detail and provides clear and compelling justifications for deviations from any stated preferences or expectations
100%	Excellent Response	Response is detailed and comprehensive, clearly and completely satisfies the evaluation criteria, and meets or exceeds any stated preferences and expectations.

Overview of Technical Bid Evaluation Criteria	Weighting (Out Of 100 Points)
1. COMPANY BACKGROUND AND CAPACITY	20
2. PERSONNEL QUALIFICATIONS AND EXPERIENCE	20
3. SERVICE MODEL ALIGNMENT TO MUNICIPALITY'S NEEDS	60
Maximum Points Available for Technical Bid	100

TECHNICAL BID FORM - Requested Bidder Information & Evaluation Criteria

1. COMPANY BACKGROUND AND CAPACITY	Maximum Points: 20
<p>Requested Information:</p> <p>Bidders should provide the following information for evaluation:</p> <ul style="list-style-type: none"> (a) A description of the Bidder's firm, office locations, how many years the firm has been in business, number of employees and range of services currently offered. (b) A description of the Bidder's experience and expertise as it relates to the provision of managed IT services equivalent to those set out in the Scope of Work, including but not limited to Information Technology Maintenance and Support. (c) A list of current and past public sector clients (preferably in Ontario) including the number of years the Bidder has worked with each client. <p>Criteria to be Evaluated (weighted equally):</p> <p>The Bidder's response will be assessed based on the following sub-criteria:</p> <ul style="list-style-type: none"> • The suitability of the breadth and scope of the services generally available from the firm. • The relevance of Bidder's experience and expertise in relation to the Municipality's IT systems and infrastructure, and the Scope of Work. • The number of years and amount of experience and expertise of the firm providing services of a similar size and scope to similar clients. <p>Bidders Response:</p> <p><Insert Bidder's Response></p> <p><i>(Bidders to note: hyperlinks or website references should not be used and will be disregarded if used. Additional materials referenced in the response but provided as a separate document should be clearly identified in the document file name. If incorporated in the Technical Bid .pdf, the attachment should be appropriately identified by using a name like "Technical Bid - Appendix [#]").</i></p>	

2. PERSONNEL QUALIFICATIONS AND EXPERIENCE	Maximum Points: 20
<p>Requested Information:</p> <ul style="list-style-type: none"> (a) Provide CVs for all key personnel, including certifications (e.g. Microsoft, Cisco, cybersecurity, etc.) and experience with the MSP (how long have they been employed by the MSP), and experience with other municipalities or similar government clients. (b) Describe the structure and members of the proposed Bidder team that will be assigned to the contract. Include internal reporting lines for each team member and provide a description of the role and responsibilities of each person as team member. (c) Describe any qualifications and experience for key personnel with regards to SCADA and PLC maintenance, configuration, and support. <p>Criteria to be Evaluated (weighted equally):</p> <p>The Bidder's response will be assess based on the following sub-criteria:</p> <ul style="list-style-type: none"> • Key Individual(s) each satisfy any minimum criteria set out in the SOW, have the relevant experience and demonstrated experience performing similar roles on previous similar projects. • Clear roles and responsibilities, reporting lines and accountability structure for all team members. 	
<p>Bidders Response:</p> <p><Insert Bidder's Response></p> <p><i>(Bidders to note: hyperlinks or website references should not be used and will be disregarded if used. Additional materials referenced in the response but provided as a separate document should be clearly identified in the document file name. If incorporated in the Technical Bid .pdf, the attachment should be appropriately identified by using a name like "Technical Bid - Appendix [#]").)</i></p>	

3. Service Model	Maximum Points: 30
<p>Requested Information:</p> <p>Bidders should provide the following information for evaluation:</p> <p>With regard to Part 2 – Scope of Work and all the requirements, describe how the Bidder, if selected, would organize its team and resources to delivery quality, on-time services that meets the municipality's requirements including:</p> <ul style="list-style-type: none"> a) An organizational diagram or explanation showing the teams from each bidder's organization and the municipality and how they will work together during the term of the Contract; b) Roles and responsibilities of each the Bidder/MSP and the municipality key individuals; c) The ability to provide on-site support locally to Kincardine, and response times from receipt of the Municipality's call for on-site support, including the information on the travel radius of the Bidder's technicians; d) Describe systems, including IT systems, in place to support effective service delivery and describe how these are maintained to ensure consistency in service delivery. e) Describe the organization's capacity and expertise in cybersecurity and managing cybersecurity risks as well as protocols in place to keep up with evolving threats; f) An understanding of the Initial Setup work to be performed and approach. This should include the approach to be used to gain an understanding of the Municipality's structure and systems as well as a proposed schedule and any specific techniques or processes to be used initially and on an ongoing basis. Provide an estimated workplan for the set up from kickoff to go-live, including the time it will take for the MSP to be fully operational to support the Municipality. g) A description of the methodology to be used for keeping the Municipality abreast of any changes in the Information Technology landscape, new technologies, or legislation that would impact the systems of the Municipality. <p>Criteria to be Evaluated (weighted equally):</p> <p>The Bidder's response will be assess based on the following sub-criteria:</p> <ul style="list-style-type: none"> • Clearly articulated governance structure that supports effective service delivery without unduly burdening the municipality's resources. 	

- Effective systems and attention to maintaining these systems exists to support service delivery.
- Realistic approach to the initial set up work.

Bidders Response:

<Insert Bidder's Response>

(Bidders to note: hyperlinks or website references should not be used and will be disregarded if used. Additional materials referenced in the response but provided as a separate document should be clearly identified in the document file name. If incorporated in the Technical Bid .pdf, the attachment should be appropriately identified by using a name like "Technical Bid - Appendix [#]").

4. Service Alignment – Core Services included in Fixed Monthly Fee Referring to the Scope of Work, for each Core Service area, in addition to the minimum required services specified in the Scope of Work, detail what is offered by your firm in each core service area, and identify any relevant certifications or quality programs that apply. , provide details on deviations:		Maximum Points: 30
Core Service	For the Core Services for ALL IT Systems: Detail the proposed services included in being offered by your firm for each Core Service Area below, including relevant certifications. Detail any major service deviations not included in the proposal.	
1A. Help Desk (Tier 1–2) / Remote support with on-site support		
1B. Network Monitoring and Management		
1C. Security Monitoring and Incident Response		
1D. Backup and Recovery		
1E. Infrastructure Management		
1F. Routine Maintenance and Updates		
1G. Asset and Inventory Management.		

1H. Change Management	
1I. Reporting and Account Management	
1J. Compliance Support	
Criteria to be Evaluated (weighted equally): The Bidder's response will be assess based on the following sub-criteria: <ul style="list-style-type: none"> • The degree to which the array of the proposed services offered for each Core Service Area are sufficient and relevant and meet or exceed the Scope of Work requirements. • The degree to which the proposed services offered for each Core Service Area will support effective service delivery of the Scope of Work requirements. 	