

ADDENDUM 1

Questions for Request for Proposal

RFP 02-2026 (ON-CALL INFORMATION TECHNOLOGY MAINTENANCE AND SUPPORT)

1. What is your current file share, server, or device?

Dell PowerEdge T430 server.

2. How much data is currently being stored?

Approximately 500 GB to 1 TB.

3. Do you have a current backup medium or process being used?

Backups are currently performed manually.

4. Is a large amount of data intended on being stored in the next 5 to 10 years?

Yes, data storage requirements are expected to grow.

5. Do you have any special programs being used that need network storage or a certain type of server functionality?

No, there are no special program requirements at this time.

6. What would be your expectation of monitoring? Are you looking for "a block of labor hours" in checking backups, server, hardware a month?

We are looking for:

- Monthly system health checks of the operating system
- Ongoing responsibility for server backups
- Management of operating system updates
- Monthly server software update installation, if needed

7. Monitoring program what's is the expectation - also do you have a specific budget in mind?

Please refer to the expectations outlined above. There is no specific budget established at this time.

8. Does the current cabling support current or future programs intended on leveraging server resources ie. (is your cabling Cat6)

Current cabling is Cat4.

9. Is there a requirement for Virtual Machines? Should there be resources and room available on the server down the road for future Virtual Machines?

We are currently running a virtual server. Future capacity can be discussed.

10. Are there any known Virtual Machines intended on being installed outside the regular set needed to operate in a secure domain environment?

No additional virtual machines are planned at this time.

11. Is the server intended to be a stand-alone in a standard 5 year life cycle, or is it to be replaced or re-purposed, if not what type of high availability model or cluster, and upgrade path is wanted to be achieved? If so how many SLA 9s is the target goal example 99.9, or 99.99 or less?

The server is intended to operate as a standalone system within a standard 5-year lifecycle. High-availability or clustering requirements can be discussed.

12. Backup should follow the 3-2-1 from the beginning and be deployed and ready prior to any server and the beginning of the timeline prior to any work backing up current important data, does the RFP allow room and consideration for 3 backups, 2 different locations (backup vendors or device) and 1 being a separate medium such as cloud?

Currently unknown. The Municipality is open to recommendations regarding implementation of a 3-2-1 backup strategy.

13. Is there a directive to have a system log of the server by a software monitoring tool?

Currently unknown. The Municipality is open to recommendations for server logging and monitoring tools.

14. Inventory Volume Discrepancy: There is a conflict in the reported number of workstations. Section 2.2 identifies 11 desktops and 4 laptops, while Section 3 identifies 12 desktops and 9 laptops. Could the Municipality confirm the exact count of devices to be supported?

The confirmed inventory is 12 desktops and 9 laptops with more laptops projected to be purchased in the near future.

15. Procurement Responsibility: Regarding the new municipal server installation, is the Proponent expected to include the cost of hardware and software licenses in the proposal, or will the Municipality purchase these items separately based on the Proponent's recommendations?

The Municipality will be responsible for the cost of hardware and software licenses, based on recommendations provided by the Proponent.

16. Current Server Inventory: Does the Municipality currently have any servers in operation that require maintenance during the transition period? If so, please provide the make, model, operating system, and current function of these units.

No maintenance will be required on the existing server during the transition period.

17. Migration Volume: What is the estimated volume of data (in TB/GB) required for migration to the new server environment?

Estimated data volume for migration is approximately 500 GB to 1 TB.

18. Environment Preference: Does the Municipality have a preferred architecture for the new server (e.g., physical on-premise hardware, a virtualized environment like VMware/Hyper-V, or a cloud-hosted solution)?

- Physical on-premise hardware: Yes
- Virtualized environment: Yes
- Cloud-hosted solution: No

19. Technical Specifications: Has the Municipality already defined the required hardware specifications for the new server, or should the Proponent include a specification design as part of the Initial Assessment?

The Proponent is expected to advise on specifications and assist with procurement and setup.

20. Sandbox Specifications: Section 3 mentions a "digital sandbox discovery station". Can you provide more information on the hardware and software support requirements for this specific unit?

The unit is an Augmented Reality Sandbox (SARndbox) Version 2.6. It has not functioned successfully to date, and the Municipality is seeking IT support to enable proper operation.

21. Current Productivity Suite: Is the Municipality currently utilizing a cloud suite (e.g., Microsoft 365 or Google Workspace), or are productivity applications hosted on-premise?

Currently using Microsoft 365. The Proponent is invited to recommend the most suitable solution going forward.

22. License Distribution: If a cloud suite is in use, what is the current distribution of license types (e.g., Business Basic, Standard, Premium) across the 21 workstations/laptops across Microsoft or Google, as the case may be?

To be determined. The Proponent is requested to review and recommend appropriate licensing.

23. Data Access: How do staff currently access internal data and systems (e.g., VPN, Remote Desktop, or direct LAN access)?

Access is currently via direct LAN only. No external access is permitted.

24. Hardware & Peripherals: To assist with the "Initial Assessment", can the Municipality provide the make and model of existing firewalls, network switches, and printers? Additionally, are there any specialized peripherals (scanners, plotters) or municipal-issued mobile devices included in the scope?

- No existing firewall
- Network switches: 2 × Netgear GS116

- Devices:
 - One new LaserJet Enterprise M806 to be added to the network
 - One existing Bizhub C205i
 - Seven standalone (non-networked) printers
- No network scanners currently in use

25. Hardware Inventory: To assist with the "Initial Assessment" , can the Municipality provide the make and model of existing firewalls, network switches, and printers at the three primary locations?

Refer to response above.

26. Operating Systems: Are all desktops and laptops running a standardized operating system (e.g., Windows 10/11 Pro)?

All devices are currently running Windows 10/11 Pro.

27. Site Connectivity: What type of internet connectivity (e.g., Fiber, Coax, Satellite) is currently active at the Fire Hall and Municipal Works Road Shed?

Fiber connectivity is in place at all locations.

28. Historical Volume: To help us estimate support needs, can the Municipality provide historical data from the last six months regarding average ticket volume, Average Handle Time (AHT), or Average Speed of Answer (ASA)?

Not applicable. IT support is currently handled in-house.

29. Service Level Expectations: Does the Municipality have specific minimum required response times for "Critical" vs. "Non-Critical" issues beyond those defined in Section 2.8?

To be determined.

30. Onsite Requirements: Does the Municipality anticipate a need for regularly scheduled onsite maintenance (e.g., monthly health checks), or is onsite support intended to be strictly as-needed?

- Onsite support to be provided as needed
- Monthly remote health checks, including server updates

31. Management Tools: Is there an existing IT Asset Management or Ticketing system currently in use that the Proponent is required to adopt, or should we include our own enterprise tools in the monthly retainer?

No existing IT asset management or ticketing system is in place. The Proponent is requested to recommend appropriate tools.

32. Remote Support Infrastructure: What security products, remote support tools (e.g., TeamViewer, AnyDesk, RMM platforms), and IT management systems is the Municipality currently subscribed to or utilizing?

Imprivata has been used to grant remote access for software vendor support.

33. Cybersecurity & Existing Stack: Is the Proponent expected to provide or manage advanced cybersecurity services (e.g., SOC/SIEM monitoring)? Additionally, what security products or services is the Municipality currently subscribed to?

Currently using basic antivirus protection. The Proponent is requested to assess and recommend any necessary cybersecurity upgrades.

34. Internal IT Capability & First-Level Support: Who currently handles "first-level troubleshooting" as mentioned in Section 2.6?

All troubleshooting is currently handled by internal staff.

35. Approximately what percentage of IT issues are resolved at the "first-level troubleshooting" level based on historical data over the last 6 months?

Currently the majority of issues are resolved internally.

36. Would the Municipality benefit from structured user training (e.g., cybersecurity awareness, Microsoft 365 productivity features)?

Potentially beneficial. The Proponent is invited to recommend training options.

37. Incumbent Provider: Is there currently an incumbent service provider performing these duties?

There is no current service provider.

38. Criticality Definition & Response Times: What systems or services does the Municipality classify as "critical" requiring emergency after-hours support (e.g., email, server access, network connectivity, specific municipal applications)? What is the acceptable response time for critical vs. non-critical issues? Has the Municipality experienced any critical system outages in the past 12 months, and if so, what was the nature and duration?

- After-hours support is not anticipated
- Critical issues (e.g., server downtime): response within 24 hours
- No critical outages in the past 12 months

39. IT Incident & Security History: Has the Municipality experienced any significant IT security incidents in the past 24 months (e.g., ransomware, malware infections, phishing attacks, unauthorized access attempts)? Have there been any extended system outages (>4 hours) or data loss events in the

past 12 months? If yes to either, what was the root cause, impact, and remediation taken?

- No IT security incidents in the past 24 months
- No extended system outages (>4 hours) or data loss in the past 12 months

40. Current Backup Infrastructure: Does the Municipality currently have an offsite backup solution in place, or should this be implemented as part of the new server project?

Backups are currently performed manually. The Proponent is requested to recommend and implement an improved backup solution.

41. Recovery Objectives: What are the Municipality's expectations for system recovery time (RTO - Recovery Time Objective) and acceptable data loss (RPO - Recovery Point Objective) in the event of a disaster or major system failure? What is the longest acceptable period the Municipality could operate without access to its server and data?

The Municipality's expected recovery time objective (RTO) is 24 to 48 hours. The recovery point objective (RPO) has not yet been defined. The maximum acceptable period without access to server systems and data is also 24 to 48 hours.

42. Disaster Recovery Planning: Is there a formal disaster recovery or business continuity plan currently in place, or will the Proponent be expected to assist in developing one?

There is currently no formal disaster recovery or business continuity plan in place. The Municipality will expect the Proponent's assistance in developing one.

43. Testing Exercises: Does the scope of "Backup monitoring" include a requirement for an annual or semi-annual formal Disaster Recovery restoration exercise?

No, backup monitoring does not currently include a requirement for formal disaster recovery restoration testing.

44. IT Governance & Escalation Authority: Who serves as the primary IT decision-maker or sponsor within the organization (CAO, Treasurer, specific department head)? For urgent decisions during critical incidents (e.g., emergency hardware purchases, security response measures), what is the approval process and spending authority threshold? How frequently does Council or the Operations & Administration Committee expect IT updates or reporting?

- The primary IT decision-makers are the CAO/Clerk and the CFO/Treasurer.
- Spending authority thresholds will be determined on a case-by-case basis depending on the issue.
- IT updates and reporting to Council are expected annually, typically during the October budget process.

45. Insurance, Indemnification & Liability: Does the Municipality require the successful Proponent to carry specific insurance coverage (e.g., Professional Liability/E&O, Cyber Liability) with minimum coverage amounts? Are there any specific indemnification clauses or liability limitations in the Municipality's standard services agreement template that we should review prior to submission? In the event of a cyber incident or data breach, what are the Municipality's expectations regarding the Proponent's role, responsibility, and potential liability?

The Municipality of Central Manitoulin confirms that the successful Proponent will be required to carry and maintain insurance coverage in accordance with the Municipality's standard form of agreement.

The Municipality's minimum insurance requirements include:

Data Liability Insurance

Data liability/Network Security coverage, underwritten by an insurer licensed to conduct business in the Province of Ontario and in an amount not less than \$5,000,000. Coverage is to respond to but not be limited to the following occurrences:

1. Privacy violations including but not limited to unauthorized access to or dissemination of private information; failure to properly handle, manage, store, destroy or control personal information and include the failure to comply with privacy laws and their respective regulations such as MFIPPA, regarding the collection, access, transmission, use and accuracy. Coverage shall extend to include the costs associated with notification of affected parties, regardless if required by statute as well as any fines or penalties or costs imposed as a result of the breach including defense of any regulatory action involving a breach of privacy.
2. Network Security to protect against incidents arising from system security failures such as, but not limited to, unauthorized access, theft or destruction of data, electronic security breaches, denial of service, spread of virus within the Contractor's computer network or other third-party computer information systems and will further include expenses related to third-party computer forensics.
3. Data Breach Expenses including crisis management and credit monitoring expenses related to electronic and non-electronic breaches.

The policy shall be maintained continuously during the term of this Agreement and for an additional (two) years after the termination or expiration of the Agreement. If coverage is to be cancelled or non-renewed for any reason, 90-day notice of said cancellation or non-renewal must be provided to the Customer. The Customer has the right to request an Extended Reporting Endorsement by purchased by the

Contractor at the Contractor's sole expense. The term of the Extended Reporting Endorsement will be decided by the Customer and Contractor.

Commercial General Liability

The Proponent shall, at their expense obtain and keep in force during the term of the Agreement, Commercial General Liability Insurance satisfactory to the Municipality of Central Manitoulin and underwritten by an insurer licensed to conduct business in the Province of Ontario. The policy shall provide coverage for Bodily Injury, Property Damage and Personal Injury and shall include but not be limited to:

- a) A limit of liability of not less than \$5,000,000/occurrence with an aggregate of not less than \$10,000,000.
- b) Add the Municipality of Central Manitoulin as an Additional Insured with respect to the operations of the Named Insured
- c) The policy shall contain a provision for cross-liability and severability of interest in respect of the Named Insured
- d) Non-owned automobile coverage with a limit not less than and shall include contractual non-owned coverage (SEF 96)
- e) Products and Completed Operations coverage
- f) Contractual Liability
- g) Work performed on behalf of the Named Insured by Sub-Contractors
- h) The policy shall provide 30 days prior notice of cancellation

Technology Errors and Omissions Insurance and Network Security

Coverage shall be purchased in an amount not less than \$2,000,000 per occurrence and \$5,000,000 in the aggregate and coverage shall be underwritten by an insurer licensed to conduct business in the Province of Ontario. The policy shall include coverage for claims resulting from network risks such as data breaches, unauthorized access, theft of confidential information, invasion of privacy, destruction, alteration or damage to electronic information, intellectual property infringement such as copyright, trademarks, service marks and trade dress. The policy shall be renewed for 3 years after contract termination. Evidence of coverage must be provided to the municipality. If the policy is to be cancelled or non-renewed for any reason, 90-day notice of said cancellation or non-renewal must be provided to the Municipality. The Municipality has the right to request that an Extended Reporting Endorsement be purchased by the contractor at the contractor's sole expense.

Primary Coverage

The proponent's insurance shall be primary coverage and not additional to and shall not seek contribution from any other insurance policies available to the municipality.

Certificate of Insurance

The proponent shall provide a Certificate of Insurance evidencing coverage in force at least 10 days prior to contract commencement.

Indemnification and Hold-Harmless Clause

The Supplier shall defend, indemnify and save harmless the Municipality of Central Manitoulin, its elected officials, officers, employees and agents from and against any and all claims of any nature, actions, causes of action, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever, including but not limited to bodily injury, sickness, disease or death or to damage to or destruction of tangible property including loss of revenue or incurred expense resulting from disruption of service, arising out of or allegedly attributable to the negligence, acts, errors, omissions, misfeasance, nonfeasance, fraud or willful misconduct of the Supplier, its directors, officers, employees, agents, contractors and subcontractors, or any of them, in connection with or in any way related to the delivery or performance of this Contract. This indemnity shall be in addition to and not in lieu of any insurance to be provided by the Supplier in accordance with this Contract and shall survive this Contract.

The Supplier agrees to defend, indemnify and save harmless the Municipality of Central Manitoulin from and against any and all claims of any nature, actions, causes of action, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever arising out of or related to the Supplier's status with WSIB. This indemnity shall be in addition to and not in lieu of any proof of WSIB status and compliance to be provided by the Supplier in accordance with this Contract and shall survive this Contract.

46. Evaluation Criteria & Scoring: Beyond the general evaluation factors listed in Section 14, can the Municipality provide the relative weighting of evaluation criteria (e.g., Technical Capability 40%, Experience 30%, Price 30%)? Are there any mandatory "pass/fail" requirements beyond the basic qualifications listed in Section 17? Will the evaluation process include proponent presentations or interviews, or will it be based solely on written submissions?

Proposals will be evaluated in accordance with the following criteria and corresponding weightings:

- Team Qualifications – 20 points
- Relevant Experience on Similar Projects – 20 points
- Proposed Approach, Project Understanding, and Methodology – 20 points
- Proposed Schedule, including Procurement Support and Server Installation – 20 points
- Value-Added Services – 10 points
- Financial Proposal – 5 points

- Estimated Disbursements (e.g., mileage for on-site visits) – 5 points

Submission completeness, including the provision of all required documentation by the stated deadline, will be evaluated on a pass/fail basis. Proposals deemed non-compliant may be disqualified from further consideration.

The Municipality does not intend to conduct formal interviews as part of the evaluation process; however, it reserves the right, at its sole discretion, to request clarification meetings (via Microsoft Teams or Zoom) with one or more proponents to confirm proposal details and expectations.

- 47. Multi-Year IT Roadmap: Beyond the server installation, does the Municipality have any planned IT initiatives over the next 24-36 months (e.g., facility renovations, new software implementations, GIS upgrades, public Wi-Fi, building automation)? Are there any anticipated staffing changes, office relocations, or organizational restructuring that would impact IT requirements? Has the Municipality participated in or considered any shared services arrangements with neighboring municipalities for IT infrastructure?**

The Municipality is planning the construction of a new Public Works building in 2027, which will require IT support for setup and infrastructure at the new location.

- 48. Incumbent Status: Is there an incumbent service provider currently in place?**

There is no current incumbent service provider.

- 49. Onboarding Period: If so, does the Municipality expect a formal "shadowing" or knowledge transfer period between the incumbent and the new provider?**

Not applicable.