



STAFF REPORT

TO: Council

FROM: Erin Hartley, Deputy CAO

APPROVED BY: Warren MacLeod, Chief Administrative Officer

DATE: February 28, 2024

SUBJECT: IT Request For Proposals Award

BACKGROUND

The Municipal Joint Services Board (current IT provider) has given notice that their IT contract will end on March 31, 2024. They have advised that they no longer have the capacity to service several of their customers including the Town of Shelburne. Subsequent to that notice, the Town and Municipal administration representatives agreed to compile and issue a joint Request for Proposals (RFP) for IT Management and Support Services.

EVALUATION

The evaluation committee meet on two occasions and consisted of the following members:

- Erin Hartley for the Municipality of Shelburne.
- Sarah Mattatall, Dana Nash and/or Ken Smith for the Town of Shelburne.
- Lisa Bozek with the Municipal Joint Services Board for her IT expertise and understanding of our systems.

The evaluation committee evaluated the proposals based on the following criteria:

- Understanding, Methodology and Approach
- Qualifications and Experience
- Quality of Proposals
- Fees/Charges

Company: G23 Technologies	Score: 76/100
Company: IT Real Simple	Score: 67/100
Company: Bulletproof	Score: 63/100
Company: Pathway	Score: 55/100
Company: Digital nGenuity	Score: 52/100
Company: Softsages	Score: 43/100
Company: Terra	Score: 34/100
Company: Davantec	Score: 27/100

DISCUSSION

The RFP was issued on January 12, 2024, with a deadline of February 2, 2024. It was advertised on our website and facebook pages as well as on the Provincial Procurement website.

Eight proposals were received, a ninth came in after the deadline and was not included in the evaluation.

Staff feel that either of the top two scorers could carry out the duties outlined in the RFP; however, there is a substantial difference in cost. Consideration was given to the top two companies including reference checks and follow-up to determine best fit. With both having great references and the ability to meet the criteria outlined in the RFP, two topics were the main consideration – one company is local and one company has a substantially lower cost (nearly half).

After lengthy consideration, it was unanimously agreed by the evaluation team that the highest scoring company is also the best fit for service. Staff are recommending that G23 Technologies be awarded the IT RFP.

G23's main office is located in Hammonds Plains, NS, they offer remote and onsite support, have experience with other municipal units, have a thorough team and plan, as well as a clear timeline for transition.

RECOMMENDATION

THAT Council of the Municipality of the District of Shelburne award the IT Management and Support Services Request for Proposals to G23 based on the details outlined in their proposal at a cost to the Municipality of \$28,536.48 + HST.

ATTACHMENTS

- Request for Proposals Document

Municipality of the District of Shelburne
and
Town of Shelburne

Joint Request for Proposal

IT Management and Support Services

Release Date: Friday, January 12, 2024

Proposals will be received no later than 4:00 pm on Friday, February 2, 2024

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PROJECT OVERVIEW

Project Intent

The Municipality of the District of Shelburne and Town of Shelburne (referred to as "the Client") are currently seeking proposals for Joint IT Management and Support Services for a five (5) year contract (with possibility of extension), with a one-year probationary period, including the following:

1. Transition of service provision with current provider
2. Network Security
3. Infrastructure Management
4. Endpoint Management
5. Support Desk
6. Website Domain Management

Proposals submitted should clearly identify costs for both the Municipality of Shelburne and Town of Shelburne individually as well as joint costs including any economies of scale available in such a partnership.

Background

Shelburne is a unique, rural community with a lot to experience. Our communities are rich in cultural and natural diversity offering lighthouses, rugged coastlines, white sand beaches, fishing villages and neighbourly people. Conveniently located just two hours from Halifax, along Nova Scotia's beautiful South Shore.

The Municipality of Shelburne and the Town of Shelburne are two of the five municipal units in Shelburne County. Both municipal units strive to provide and administer the best services to its residents possible, IT services and support are an important part of that service delivery. While both units have different needs and historically different levels of support (as noted below in relation to support tickets), both have a departmental office structure, with most staff working from the office, but occasionally working from home or another location.

Municipality of Shelburne

Number of Users:	38
Number of Annual Support Tickets:	298 (approx. 350 hours)
Number of Website Domains:	17
Network Provider:	Eastlink
Productivity Platform:	Microsoft 365

Town of Shelburne

Number of Users:	21
Number of Annual Support Tickets:	56 (approx. 35 hours)
Number of Website Domains:	3
Network Provider:	Eastlink
Productivity Platform:	Microsoft 365

Scope of Work

1. Transition of service provision with current provider
 - a. See attached Offboarding process from Municipal Joint Services Board (MJSB),
 - b. Virtual meeting with MJSB to facilitate investigation of the IT environment.

2. Network Security
 - a. Establish new service contract with Eastlink,
 - b. Setup and monitor office network,
 - c. Firewall set up and monitoring,
 - d. Connection of the Client and their users to the network,
 - e. Remote access VPN to shared drive.

3. Infrastructure Management
 - a. Data backup and disaster recovery for local shared drive and license management,
 - b. Microsoft 365 tenant and license management.

4. Endpoint Management
 - a. Set up users in a new Active Directory,
 - b. Computer hardware configuration, deployment, decommissioning and end-point management (e.g., Maintain functionality and safeguard the devices, data, and other assets from cyber threats),
 - c. Provision of anti-virus and content filtering software for all endpoints.

5. Support Desk
 - a. Unlimited service requests (i.e. help desk tickets),
 - b. Annual service review meeting,
 - c. Cyber insurance application support,
 - d. Procurement assistance (hardware and software),
 - e. IT security training program,
 - f. Consulting on IT related issues.

6. Website Domain Management
 - a. Registering any new domains and renewals of any exiting.

Municipality of Shelburne

MODSH	municipalityofshelburne.ca
MODSH	cometoshelburne.info
MODSH	cometoshelburne.com
MODSH	cometoshelburne.net
MODSH	cometoshelburne.org
MODSH	discovershelburne.com
MODSH	discovershelburne.info
MODSH	discovershelburne.net
MODSH	discovershelburne.org
MODSH	maritimeshelburne.com

MODSH	maritimeshelburne.info
MODSH	maritimeshelburne.net
MODSH	maritimeshelburne.org
MODSH	shelburnebythesea.com
MODSH	shelburnebythesea.info
MODSH	shelburnebythesea.net
MODSH	shelburnebythesea.org

Town of Shelburne

TOSH	town.shelburne.ns.ca
TOSH	shelburnens.ca
TOSH	portshelburne.com

Upon completion or termination of the contract, the successful proponent shall provide for an off-boarding process to the new provider similar to that outlined in item 1 above.

Project Schedule

All attempts should be made to have the transition from the existing provider to the new provider by March 31, 2024.

SUBMISSION INSTRUCTIONS

How to submit a proposal

Proposal can be submitted to Erin Hartley, Deputy CAO, Municipality of the District of Shelburne, in one of the following ways:

- a) Mail: P.O. Box 280, Shelburne NS, B0T 1W0
- b) In-person: Municipal Administration Building, 414 Woodlawn Drive, Shelburne

Please note, Proposals will not be accepted by email. Proposals shall be received no later than **4:00 pm on Friday, February 2, 2024.**

No proposal or amendment of a proposal shall be considered if received on a date or at a time later than specified in the Request for Proposals. Late proposals will be returned unopened.

The Client reserves the right to issue addendum(s), amend the Request for Proposals document or reissue a revised Request for Proposals document.

Proposal Submission Requirements

Respondents are requested to submit at least one (1) paper copy of the proposal in a sealed envelope, clearly marked "Request for Proposal for IT Management and Support Services" to the contact noted above prior to 4:00 pm, Friday, February 2, 2024.

Proponents are solely responsible for the method of conveyance of their proposal to the receiving point.

Responsibility for the submission of a proposal at the proper location within the proper times is that of the proponent submitting the proposal and the Client assumes no responsibility.

The proponent submitting a proposal may amend or withdraw his/her proposal subsequent to its submission and prior to the opening of the proposals by submitting a letter of amendment or withdrawal prior to the close of the proposals.

An amendment of proposal shall not reissue the total proposal but shall show the part(s) of the proposal to be amended; or the information missing from the original Proposal Submission.

If the Proposal and amendment are found to be a valid submission, then the original proposal shall be updated to reflect the proposal amendment.

All proposals shall include the following information:

Understanding, Methodology and Approach

Respondents should describe their understanding of the scope of work and their expected methodology along with any other relevant attributes of their approach.

Qualifications and Experience

Provide a general overview of the company. Please note the ratio of staff to clients. Please provide a list of staff assigned to this contract including their related qualifications and experience.

Submissions shall provide two or more letters of reference demonstrating the proponent's experience leading a project with a similar scope of work, including their ability to provide ongoing and timely service with a long term contract. Each letter must include contact information for the reference.

Fee Schedule

Provide a fee schedule along with a description that provides the best value for cost given municipal context outlined in the RFP. Where applicable, please note if there is a fee per user, per service or all inclusive cost.

Provide an outline of invoicing, payment, billing cycle expectations (i.e. monthly, quarterly, etc.).

Provide a list, if applicable, for excluded services and/or additional fees related to those services should the Client wish to engage those services at an additional cost.

Firm Identification and Contact

Each respondent should provide their full legal name, if incorporated, and the name, title, address, telephone number, and e-mail address of the individual to be contacted with respect to the submission.

OPENING, EVALUATION AND SELECTION PROCESS

Opening

Since price is not the only criterion on which proposals will be evaluated, there will not be a public opening of proposals.

Rejection of Proposal Submissions

A proposal submitted in response to this Request for Proposals may be rejected and the proposal not considered if the proposal:

- a) Does not contain any addendum(s) that have been issued by the Client;
- b) Is the second proposal submitted by the same proponent, in which case all proposals submitted by the submitter shall be rejected;
- c) Omits any information required by, or fails to comply with, any provisions of the Request for Proposals document.

A proposal may be rejected by either the Town of Shelburne or the Municipality of Shelburne, but not necessarily both, if it is determined that each party would like to have different IT Management and Support Service providers.

Evaluation Criteria

Each response to this Request for Proposals shall be evaluated by the Client to determine the degree to which it responds to the requirements as set out. All proposals will be evaluated based on the following criteria:

Evaluation Criteria	Score
Understanding, Methodology and Approach	20%
Qualifications and Experience	40%
Quality of Proposal	10%
Fees/Charges	30%
Total Score	100

The proposal must show how the proponent is capable of delivering each of the items outlined in the scope of work.

The contract will be awarded to the proponent that scores the highest on the evaluation, and the general proposal satisfactorily meets the expectations of the evaluation committee.

In the event that no satisfactory quotations are received, the Client reserves the right to re-issue the RFP.

Once a conditional award is made, any concerns with the proposal which have been brought out through the evaluation process may be negotiated with the selected proponent. Final award will be subject to execution of a service contract.

It is acknowledged that the contents of proposals submitted in response to this RFP are confidential and shall not be released to other parties.

TERMS AND CONDITIONS

Agreement

By submitting a proposal in response to this RFP, the Proponent agrees to abide by the terms and conditions outlined in this RFP. All proposals shall remain irrevocable unless withdrawn in writing prior to the designated closing time.

Privilege

The Client reserves the right to:

- a) Modify the terms of this RFP at any time at its sole discretion.
- b) Suspend or cancel the RFP at any time for any reason without penalty.
- c) Have one of the Clients (Town of Shelburne or Municipality of Shelburne) suspend or cancel the RFP.
- d) Have one of the Clients (Town of Shelburne or Municipality of Shelburne) continue with the RFP if the other decides to suspend or cancel the RFP.
- e) Reject any or all proposals, not necessarily accept the lowest proposal, or to accept any which it may consider being in the best interest of the Client.
- f) The Client also reserves the right to waive formality, informality or technicality in any proposal.
- g) In the event that a number of submissions are substantially the same amount or score, the Client may, at its discretion, call upon those respondents to submit further proposals or to make a presentation to the Client.
- h) Award a contract on the basis of the initial offers received, without discussions or requests for best or final offers.
- i) Disqualify respondent(s) if there is an existing or recent business or personal relationship which can be perceived as causing a conflict of interest. Proposals shall contain a declaration of conflict of interest.
- j) Reject any proposal if after an investigation of the evidence submitted by the proponent fails to satisfy the Client that the proponent is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein.
- k) No term or condition shall be implied, based upon any industry or trade practice or custom, any practice or policy of the Client or otherwise, which are inconsistent with the provisions contained herein.

Confidentiality

This RFP document (including all attachments and appendices) may not be used for any purpose other than the submission of an offer. Proponents shall not use information obtained through the RFP process without written permission of the Client.

The successful proponents will be permitted access to files and reports that relate to this RFP. Information pertaining to the Client obtained by the successful proponents as a result of this project is confidential and must not be disclosed without written permission of Client.

By submitting a proposal, the Proponent agrees to public disclosure of its contents subject to the provisions of the Municipal Government Act relating to Freedom of Information and Protection of Privacy. Anything submitted in the proposal that the proponent considers to be personal information or confidential information of a proprietary nature should be marked confidential and will be subject to appropriate consideration of the Municipal Government Act as noted above.

The work described in this RFP is being conducted with public funds, and the fees and expenses proposed in the successful submission will be made public.

Law

The law applicable to this RFP and any subsequent agreements shall be the law in force in the Province of Nova Scotia.

In responding to this RFP, Proponents warrant their compliance with all appropriate Municipal, Provincial and Federal regulations, laws and orders. Respondents must agree to indemnify the Client and its employees if they fail to comply, and the Client reserves the right to cancel any agreement arising from this RFP if the proponent fails to comply with the above.

The selected firm shall indemnify the Client, its officers and employees against any damage caused to the Client as a result of any negligence or unlawful acts of the successful proponent or its employees. Similarly, the successful proponents shall agree to indemnify the Client, its officers and employees against any claims or costs initiated by third parties as a result of any negligence or wrongful acts of the successful proponent or its employees.

Payment of Fees

The Client shall have the right to withhold, from any sum otherwise payable to the Proponent, such amount as may be sufficient to remedy any defect or deficiency in the work, pending correction of the same. Invoices are to be forwarded to the Client's Chief Administrative Officers or other contact as specified in the final Contract.

Subcontractors

Proponents are responsible for obtaining the Client's permission prior to hiring a subcontractor. The Client may, for reasonable cause object to the use of a proposed subcontractor and require the Proponent to employ another subcontractor.

All subcontractors employed by the proponent will be subject to the same terms and conditions of the Contract, and will be under the supervision and control of the Proponent. Nothing contained in the Contract shall create a contractual relationship between the Client and subcontractor.

Contract

The successful Proponent shall enter into a contract within 30 days of award. Except as expressly and specifically permitted in these instructions to proponents, no proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this RFP and by submitting a proposal, each proponent shall be deemed to have agreed that it has no claim.

Unless otherwise noted in previous sections, the contract will be terminated for any of the following reasons:

- a) Unsatisfactory performance of work,
- b) Conduct detrimental to the Client,
- c) Lack of response to work requests,
- d) Evidence of Collusion,
- e) An existing or recent business or personal relationship which could be perceived as causing a conflict of interest.
- f) Becoming insolvent or has filed against a Petition in Bankruptcy or makes an Assignment for the benefit of Creditors or it a Receiver is appointed for its assets.

Notice to Perspective Proponents

- a) The information contained in this RFP is supplied solely as a guideline for proponents. While every reasonable attempt has been made to ensure its accuracy, the Client does not guarantee or warrant its accuracy, nor is it necessarily comprehensive.
- b) By submitting a response to the RFP, the Proponent represents and warrants that such proposal is genuine and not false and collusive or made in the interest or in behalf of any person therein named, and that the proponent has not, directly or indirectly, induced or solicited any other proponent to put in a false bid, or any other person, firm or corporation to refrain from submitting a proposal, and that the proponent has not in any manner sought by collusion to secure to the proponent an advantage over any other proponent.
- c) If at any time it shall be found that the person, firm or corporation to whom a contract has been awarded has in presenting any proposal(s), colluded with any other party or parties, then the contract so awarded shall be liable to the Client for all loss or damage which the Client may suffer thereby; and the Client may advertise for a new contract and for said labour, supplies, materials, equipment or service. Unauthorized conditions, limitations or provisions attached to an RFP may cause its rejection.
- d) The Proponent, by submitting a proposal, shall represent and warrant that he / she has sufficiently informed themselves in all matters affecting the performance of the work or the furnishing of the labour, supplies, materials, equipment, or service called for in the quotation documents; that he/she has checked their proposal for errors and omissions;

that the amounts stated in his/her proposal are correct.

- e) If a written agreement cannot be negotiated within 30 days of notification to the proponent(s) initially selected, the Client may, at its discretion, terminate negotiations with the proponent(s) and either negotiate a contract with the next highest qualified proponent or cancel the RFP process and not enter into a contract with anyone regarding the RFP.

Procurement of Additional Services

The Client may procure services from additional Proponents under the following circumstances:

- a) If the project scope is outside the scope of services, as deemed by the Client;
- b) If the project is being performed on behalf of a Village or another municipal unit, that Village or municipal unit may invite one service provider of its choosing to bid on that project;

Proponent Responsibilities

- a) The offer must be signed by the person(s) authorized to sign on behalf of the company and binds the company to the statements made in the proposal.
- b) The Proponent shall confirm in their submission that the Proponent agrees to abide by the terms and conditions outlined in the RFP. Submissions which do not have this confirmation will not be considered.
- c) Proposed subcontractors and or consultants must be listed with attached resumes. A joint proposal submission must indicate which Proponent has overall responsibility for the offer. If a Proponent wishes to submit alternative options, each option is to be submitted as a separate proposal.
- d) The Proponent is entitled to amend its proposal at any time before the closing time. After the closing time, the consultant will not change the wording or content of its proposal and no words will be added to or deleted from the proposal, including changing the intent or content of the presentation of the proposal, unless requested by the Client.
- e) The Proponent shall not transfer responsibility to meet the obligations of the contract to a third party without the written consent of the Client.
- f) Proponents are solely responsible for their own expenses in preparing the proposal, presentation of the proposal, and any travel costs incurred in presentation and/or interviews and negotiating a contract.
- g) It is the Proponents responsibility to ensure that their submission is complete and is delivered to the Client by the date and time indicated. Proposals submitted after the above noted time shall be returned unopened.
- h) Except as expressly and specifically permitted in these instructions to proponents, no proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this RFP and by submitting a proposal, each proponent shall be deemed to have agreed that it has no claim.

Data

All data materials, and information collected and work products created either directly for, or in support of the work outlined in the RFP is the property of the Client.

The successful Proponent is expected to maintain a log and have the ability to submit both paper and digital copies (.pdf, .doc, etc.) of all work completed to the Client, if requested.

The consultant shall not be permitted to publish or in any way use said information without the expression or final approval of the Client.

Quotations & Payment

Prices must be in Canadian funds, and shall include all handling, freight, duty, and any other charges, which are applicable at time of award. It is the responsibility of the Proponent to find out from the appropriate authorities what rates and charges are applicable.

HST

The fees and charges must clearly show the Harmonized Sales Tax as a separate item from the total price submission.

Insurance and WCB

The Proponent must provide the Client with a copy of a "Certificate of Professional Liability Insurance" prior to commencement of the work. The General Liability Insurance minimum will be one million dollars (\$1,000,000.00) with The Client named as additional insured.

The Proponent acknowledges that he/she is an independent Contractor and shall, indemnify, protect and save harmless The Municipality of Shelburne and Town of Shelburne, its agents and employees from all damages, liabilities and claims of whatsoever nature arising out of the furnishing by the Proponent, its agents or employees of the materials and/or performing of the services covered by this RFP. The Vendor remains responsible for maintaining the required insurance even if the certificates are never exchanged and/or requested.

It is also expected that respondents shall be in good standing with the Workers' Compensation Board of Nova Scotia at all times when providing the service outlined herein or, if exempt, provide written proof thereof.

Inquiries/Contact/Addenda

All inquiries about the RFP must be directed to the Client at least five (5) business days prior to the submission date, (through e-mail) to:

Erin Hartley, Deputy Chief Administrative Officer: erin.hartley@municipalityofshelburne.ca

Any addenda will be uploaded to the Provincial Procurement Website no later than three (3) business days prior to the Final Submission date.

Only formal written responses to properly submitted questions will be binding on the Client.

All formal responses by the Client (addenda) will form part of the Request for Proposal process.

Vendors may be advised by addenda, via the provincial procurement website and/or municipal websites, of required additions, deletions or alterations in the requirements of the Request for Proposal documents. It is the responsibility of the proponent to check the website to ensure all information has been obtained. All such changes shall become an integral part of the Request for Proposal documents and shall be allowed for in the evaluation process.

Notification

Submissions will be assessed and proponents may be contacted to answer questions or to present their proposal. The unsuccessful respondents will be informed in writing.

Contract Award

The award of this RFP is conditional upon the successful respondent entering into an agreement/contract to perform the services and other obligations as required by this RFP.



Municipal Joint Services Board, Lunenburg Region

131 North St, PO Box 209, Bridgewater, NS B4V 2W8 / Phone: (902) 543-2991 Fax: (902) 530-5189

Project Brief: Offboarding the Municipality of the District of Shelburne (MoDSH) from MJSB IT Shared Services (ITSS)

Project summary

The Municipality of the District of Shelburne (MoDSH), together with MJSB IT Shared Services (ITSS), will transfer all equipment, data and information service accounts from MJSB’s IT environment to that of MODSH’s new IT Service Provider by the end of the current contract (March 31, 2023).

Project requirements

1. The transfer of IT services must not interrupt business continuity for the Municipality of the District of Shelburne.
2. It is the responsibility of the Municipality of the District of Shelburne to procure a new IT service provider.
3. New services (see Project Phases and Key Tasks section) need to be in place before existing services can be discontinued.
4. The Municipality of the District of Shelburne and the Town of Shelburne share a Microsoft 365 tenant. Unless one of these two organizations decides to create their own tenant, they need to work together to find a joint administrator.

Project scope

1. All accounts, data, equipment, licenses, and IT services currently provided to MoDSH by MJSB must be transitioned to a new service provider.

Exclusions

1. Communication – MoDSH will manage communication regarding this change with their staff/councillors/service providers.
2. Townsuite – MoDSH will work directly with TownSuite to manage their access, data, software functionality, data hosting and account.
3. Laserfiche - MoDSH will work directly with Laserfiche to manage their data, software functionality, data hosting and account.

Project phases and key tasks

Phase	Task/Outcome	Owner	Estimated time
Project Initiation			
1	Create project brief	MJSB	

2	Project sign-off	MoDSH	
Procure new service provider			
3	RFP/recruitment	MoDSH	
4	Contract negotiations	MoDSH	
5	Offboarding project kick-off	BOTH	
Design new IT environment			
5	Network – contact Eastlink and get new network service established. MJSB will disconnect the service only when the new service is operational.	MoDSH	
6	Procure a data backup solution. Backup M365 + N drive data.	MoDSH	
7	Antivirus software – purchase new software (and install it on MoDSH computers, see #2). This could be done by upgrading M365 licenses to Business Premium to get Microsoft Defender (currently Business Standard and Basic licenses) or buying a standalone product.	MoDSH	
8	Domain registration – MoDSH creates a new account with a domain registrar e.g. GoDaddy (17 domains). MJSB initiates the domain transfer.	BOTH	
9	Communicate changes and transitions with end users (e.g. staff and councillors)	MoDSH	
Transition from MJSB to MoDSH			
10	Support desk – setup users (MoDSH) and remove users (MJSB)	BOTH	
11	Computer – setup new user profiles, unjoin existing computers from MJSB’s Microsoft Active Directory (AD), reconnect users to internal storage device (N drive)	MoDSH	24 x 2 hrs
12	Data backup – turn off data backups for MoDSH once they confirm they have backed them up.	MJSB	1 hour
13	Microsoft 365 tenant – hand over the keys to MoDSH	MJSB	30 min

14	Meraki – transfer network management licenses over to a new tenant	MJSB	1 day
15	IT Training – cancel KnowBe4 licenses	MJSB	15 min
16	Antivirus software – cancel Sophos licenses	MJSB	15 min
17	Complete new network equipment installation – 2 new network switches and 1 wifi access point need to be installed and existing loaner equipment removed.	MJSB	1 day
Close Project			
18	Review and close any outstanding items or issues, ensuring the offboarding is complete.	BOTH	1 day

IT MANAGEMENT AND SUPPORT SERVICES Request for Proposals

Addendum – January 25, 2024

Further to inquiries, please find attached information for consideration.

INQUIRY #1

1. What are the make and model of all firewalls currently in place?
 - a. The current MJSB firewall is located at Pennant Point.
 - b. The network they are on is a part of the MPLS WAN.
 - c. When MJSB disconnects Shelburne from their firewall, the new service provider will need to provide, install, configure and maintain the new firewall (both Municipality and Town)
2. What are the make and model of your current network switches?
 - a. Municipality – Meraki network equipment managed through central Meraki console.
 - i. 2 x Meraki MS120-48fp
 - ii. 2 x Meraki MS120-24p
 - iii. 3 x Meraki MR28
 - iv. 4 x Meraki MR52
 - v. 1 x MR30h
 - b. Town – they are planning to move buildings in the near future, all new network equipment will be required (e.g. firewall, 24-port switch and minimum of 3 x WAP)
 - i. the current switch and 1 WAP (belongs to MJSB and will recovered)
 - ii. the Town also has 1 generic unmanaged 16 port switch and 1 generic WAP unmanaged
3. How many servers are in the environment?
 - a. Municipality – 1 NAS (Synology), M365 backup and the NAS backup is currently hosted on our remote server, additionally, they are in our Active directory and will need to be moved out
 - b. Town – 0 onsite, their M365 backup, Townsuite and water metre software (Neptune) needs to move off of our remote server
4. What operating systems are running on the Windows servers? N/A
5. What operating systems are on user devices (laptops and desktops)? Windows 11 (a few are on Windows 10)
6. Is a back up solution current in place?
 - a. Yes, see #3
7. Is your environment on-premise, cloud, or hybrid?
 - a. Once the Municipality is off MJSB AD, they would be 100% cloud aside from their NAS
 - b. Town is 100% cloud except for Townsuite and Neptune
8. Regarding the Scope of Work item 2.a): Is the expectation that the successful proponent will hold the contract with Eastlink?

- a. Yes
- 9. Would the Municipality and Town be willing to migrate from your current file share to SharePoint?
 - a. Yes

INQUIRY #2

1. Are the town and Municipality currently in the same building- NO
on the same network- YES
 - b. They are both on the MJSB network which is a part of the MPLS WAN
 - c. The District connects to the MJSB VPN, The Town does not use VPN
 - d. The current MJSB firewall is located at Pennant Point.
 - e. When MJSB disconnects Shelburne from their firewall, the new service provider will need to provide, install, configure and maintain the new firewall (both Municipality and Town)
 - f. Each site has? 100 MBps EVPL circuit
2. How much Data is currently on the N drive and how many servers is it comprised of?
Municipality of Shelburne's N drive currently has 779 GB free of 1.78 TB
3. I see mention of Office 365 backups, do you currently back up your one drive and sharepoint as well?
 - a. Municipality – 1 NAS (Synology), M365 backup and the NAS backup is currently hosted on our remote server, additionally, they are in our Active directory and will need to be moved out
 - b. Town – 0 onsite, their M365 backup, Townsuite and water metre software (Neptune) needs to move off of our remote server
4. Do you have any antispam software in place for email? Sophos
5. There is mention of setting up a new active directory, is there a reason for a new one?
Typically this would follow your domain / Office 365 tenant.
 - a. Active Directory is not linked to their tenant.
 - b. TOSH computers have no interaction with MJSB Active Directory
 - c. District of Shelburne and the new service provider will need to decide if Shelburne computers move to a new AD or move fully to the cloud.
 - d. Shelburne will be removed from MJSB Active directory which means every computer in their environment will need to be "touched" and manually removed from MJSB system.
6. What are the hours of support required ie. 9-5, 8-4? We have employees on site between 8 am and 5 pm
7. Did MJSB provide your wifi solution as well? Yes Do you need a new solution or are you open to new hardware being installed?

- a. The Municipality – currently has Meraki network equipment in place that is managed (remotely) through central Meraki console.
 - 10. 2 x Meraki MS120-48fp
 - 11. 2 x Meraki MS120-24p
 - 12. 3 x Meraki MR28
 - 13. 4 x Meraki MR52
 - 14. 1 x MR30h
- b. The Town – they are planning to move buildings in the near future, all new network equipment will be required (e.g. firewall, 24-port switch and minimum of 3 x WAP)
 - 15. the current switch and 1 WAP (belongs to MJSB and will recovered)
 - 16. the Town also has 1 generic unmanaged 16 port switch and 1 generic WAP unmanaged

INQUIRY #3

There are the following gaps in the document:

1. No description of the environment of infrastructure- network diagrams.

Both organisations have a LAN. No network diagrams have been documented.

- a. They are both on the MJSB network which is a part of the MPLS WAN
- b. The District connects to the MJSB VPN, The Town does not use VPN.
- c. The current MJSB firewall is located at Pennant Point.
- d. When MJSB disconnects Shelburne from their firewall, the new service provider will need to provide, install, configure and maintain the new firewall (both Municipality and Town)
- e. Each site has? 100 MBps EVPL circuit provided by Eastlink

2. No inventory of devices within networks

Make and model of current network devices:

1. Municipality – Meraki network equipment managed through central Meraki console.
 1. 2 x Meraki MS120-48fp
 2. 2 x Meraki MS120-24p
 3. 3 x Meraki MR28
 4. 4 x Meraki MR52
 5. 1 x MR30h
2. Town – they are planning to move buildings in the near future, all new network equipment will be required (e.g. firewall, 24-port switch and minimum of 3 x WAP)
 1. the current switch and 1 WAP (belongs to MJSB and will recovered)
 2. the Town also has 1 generic unmanaged 16 port switch and 1 generic WAP unmanaged

3. No inventory/description of Firewalls

Make and model of all firewalls currently in place

1. The current MJSB firewall is located at Pennant Point.
2. The network they are on is a part of the MPLS WAN.
3. When MJSB disconnects Shelburne from their firewall, the new service provider will need to provide, install, configure and maintain the new firewall (both Municipality and Town)

4. No details on present storage requirements.

1. Municipality – 1 NAS (Synology), M365 backup and the NAS backup is currently hosted on our remote server, additionally, they are in our Active directory and will need to be moved out
2. Town – 0 onsite, their M365 backup, Townsuite and water metre software (Neptune) needs to move off of our remote server