



NEGOTIATED REQUEST FOR PROPOSAL DC-2017-CD-01-MANAGED IT SERVICES, ADDENDUM #1

NRFP-DC-2017-CD-01-Managed IT Services

Close Date/Time:

July 14, 2017
14:00 hours
Pacific Time

Issue Date: June 21, 2017

From: DC Procurement

To: All Vendors

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Below are answers to questions submitted in regards to the above noted NRFP as of June 12, 2017

Q1. We have noted that there is an incumbent contractor. Can we have visibility if the incumbent is a preferred vendor for this bid?

Answer: Although we do have an incumbent provider, Destination Canada has non preferred vendor, this process is an open competition.

Q2. What is the number of planned support and maintenance incidents and historical annual volume in on-site and off-site support technician hours?

Answer: The incumbent provider spends approx. 10-15 hours annually onsite. The majority of the required support is remote including daily checks, patch and firmware updates. We estimate support for 1-2 power outages annually which requires full shutdown and restore of IT services. This work is usually done after hours or on weekend.

Q3. What is the annual volume of severity 1 (highest priority) incidents encountered, and what was the cause of these severity 1 outages?

Answer: There have been no severity 1 incidents for the past 3 years.

Q4. What is the annual volume of non-severity 1 incidents, in terms of total incidents, and estimates of onsite and offsite support personnel time?

Answer: There are usually 1-2 incidents per year and most of the work is done remotely. Estimate less than 10 hours of effort is required.