



**NEGOTIATED REQUEST FOR PROPOSAL (“NRFP”) DC-2019-PO-01 ADDENDUM #1**

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**NRFP DC-2019-PO-01 - IT SUPPORT SERVICES DC JAPAN**

**Close Date/Time:**

April 16, 2019  
14:00 hours  
Pacific Time

**Issue Date:** April 2, 2019

**From:** CTC Procurement

**To:** All Vendors

**E-mail:** procurement@destinationcanada.com

**Below are the answers to questions submitted in regards to the above noted NRFP as of March 26, 2019:**

Q1. How many users and PC users are in Tokyo’s office?

Answer: There are 3 users, 4 laptops (one is not being used), and 1 desktop.

Q2. How many Wi-Fi access points units do you have?

Answer: There is one Wi-Fi access point.

Q3. What PC hardware/make, Windows OS, Office application version, desk and mobile phones do your users use?

Answer: Lenovo laptops, HP desktop, Windows 10 and Windows 7, Office 2010, iPhones.

Q4. Do you have on-premise PBX in the Tokyo office?

Answer: There is a cloud PBX solution from NTT and 3 telephone lines (accounts).

Q5. What VC systems do you use, if any?

Answer: There is no physical VC system. Skype for Business, Global Meet and Zoom software on are used.

Q6. Regarding internet circuit, does your Tokyo office have more than one circuit for redundancy?

Answer: There is currently only one internet circuit in the Tokyo office. Fibre connection is being installed over the next couple of weeks.

Q7. What is the current average tickets per week, and per month?

Answer: The current average is 2-3 tickets per month.

Q8. What is the make of servers, firewall and NAS?

Answer: HP server, Fortinet firewall, Aruba and HP switches, Netgear NAS.

Q9. What anti-virus software do you use?

Answer: Sophos 10.8

Q10. Would you allow the support vendor installing any agent software to endpoints only for the monitoring purpose to provide preventative maintenance and produce reports?

Answer: Yes, we will allow this for the Tokyo office PCs.

Q11. Do you use on-premise PBX, or cloud PBX solution?

Answer: There is a cloud PBX solution from NTT and 3 telephone lines (accounts).

Q12. What ticketing systems does your Tokyo office currently use?

Answer: The Tokyo office currently does not have an internal ticketing system for IT.