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## **Addendum 1.1**

**Distribution Date: 2022-09-19**

**RFP Name: Curve Lake First Nation - Information Technology Managed Services & Support**

**Type of Competition: Open Competition**

Please note that this addendum is a public document.

The following is being provided as an addition to the RFP noted above and in response to questions from potential respondents:

### **CURVE LAKE FIRST NATION RFP QUESTIONS**

**1. How many IT staff does Curve Lake currently employ?**

A1. Curve Lake First Nation employs 2 IT Staff – IT Support & IT Support Assistant

**2. What are the primary responsibilities of Curve Lake's IT staff?**

A2. They are Tier 1, and their responsibilities are to concentrate on end user support within the organization, including end point provisioning, patching of local software, management, and response to AV and EDR alerting.

**3. Would Curve Lake First Nation please confirm if a bidder's proposal is precluded from further evaluation if it only provides the required "examples of service" with organisations other than First Nations and Municipal organizations?**

A3. No, a bidder's proposal will not be precluded from further evaluation if the bidder does not have any First Nations and Municipalities.

**4. If we do not currently have any technicians on staff who have Cisco certifications, will our proposal be disqualified?**

A4. No, the proposal will not be disqualified if you do not currently have any technicians on staff who have Cisco certifications.



**5. Please clarify if cell phone replacements and sourcing is excluded or included within the RFP?**

A5. Cell phone replacements and sourcing is excluded from the RFP

**6. Are there any security cameras or access control modules included within this RFP?**

A6. No there are no security cameras or access control modules included in this RFP.

**7. Is there any VoIP hardware or software included within this RFP?**

A7. No there are no VoIP hardware or software included within this RFP

**8. Network diagrams and connectivity details?**

A8. Will be provided to short listed candidates or successful candidate to permit final adjustments in final terms of service.

**9. Are you open to looking at alternatives to the Barracuda Email Security Gateway?**

A9. Yes, Curve Lake First Nation is open to looking at alternatives to the Barracuda Email Security Gateway and would also consider adopting the security stack offered by the chosen vendor.

**10. The RFP also lists 24 x 7 monitoring and assistance with management of email (migrating to cloud based). Does this mean that your existing email is still on premise, and we should include an email migration project as part of the proposal?**

A10. Yes, our existing email is still on premise, and we would like to migrate to the cloud. The email migration project would be preferred to be conducted by the successful vendor but will be scoped and developed separate from this proposal.

**11. Is your plan to migrate to M365, Google, or would you like to engage in further discussions to that effect with the chosen vendor?**

A11. Curve Lake First Nation would like to migrate to M365 and would like to engage in further discussions to that effect with the chosen vendor.

**12. What EDR and AV solutions are currently being used by Curve Lake?**

A12. Curve Lake First Nation currently uses ESET Business for their EDR and AV solutions, but as previously stated would consider adopting the security stack of the successful vendor to ensure effectiveness of service.



**13. Please provide more detail regarding your Office Suite?**

A13. Our volume license has expired, and we are currently using office 365 Home with our Microsoft Exchange 2016 server on premise.

**14. Is there a Mobile Device Management system in place?**

A14. There is currently no Mobile Device Management system in place.

**15. Please confirm that all laptops and desktops are currently running current and supported Operating Systems Windows or IOS, e.g. are all Windows client version 10 or higher?**

A15. All laptops and desktops are running current and supported operating systems. Windows 10 Pro and higher. IOS – Mac OS 12 Monterey

**16. What financial software are you using? a. Is it under support?**

A16. Sage 300 2020. Yes, it is under warranty and fully supported by the vendor.

**17. Are group policies being utilized?**

A17. Yes, group policies are being utilized.

**18. Is there a current MFA solution in place?**

A18. There is currently no MFA solution in place.

**19. What is the make and model of the firewalls?**

A19. CISCO Firepower

**20. How old is the Ubiquiti access points?**

A20. Less than 1 year

**21. How big is the exchange database size?**

A21. Less than 1TB and approximately 125 users.

**22. Are you using public folders?**

A22. No Curve Lake First Nation is not using public folders



**23. Please provide details regarding UPS and remote access?**

A23. Curve Lake First Nation has just purchased 5 new UPSs - 2 for the Administration Building, Health Centre, School and Business Centre. They are Tripp Lite Smart Online UPS and have NIC cards for management.

**24. What are the make and model of the Wireless VPN Routers?**

A24. Dual WAN 4 port Gigabit Wireless AC VPN Router D-Link DCR-500AC

**25. What backup software/solution is in place?**

A25. Veeam. Curve Lake First Nation would like to explore alternatives with the chosen vendor.

**26. What level of support is required after 5 pm?**

A26. Curve Lake First Nation regularly operates on a 8:30 to 4:30 schedule during weekdays and local IT support is available during this period. After hours support for end users is not anticipated to be required on a regular basis. Curve Lake First Nation IT staff may require support if performing operations outside of normal hours.

**27. Does Curve Lake First Nation keep its support contracts active and current for Cisco, and other key third party vendors?**

A27. Yes, Curve Lake First Nation keeps its support contracts active and current for Cisco and other key party vendors.

**28. Are VPN under warranty and have support?**

A28. Yes, the VPN is currently under warranty and has support.

**29. Is there an expectation for the successful vendor to provide onsite support? If so, on average, how many times a month is an onsite resource required?**

A29. Yes, there is an expectation for the successful vendor to have the capability to provide onsite support if required to resolve operational issues that cannot be corrected remotely. Previously this this may be required once a month.

**30. Is there a ticket management system in place? What are you using?**

A30. Curve Lake First Nation currently uses Spiceworks and would prefer to integrate with the ticketing system of the successful vendor.

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**31. Vulnerability Assessment: a. Internal, external, both and on what schedule?**

A31. Both internal and external assessments are required. Sensitive or critical systems are expected to be scanned quarterly at a minimum, with general scans conducted on an annual basis.

**32. The RFP lists “Level 1 Incident Management” and also “Ability to augment on site staff with end user help desk support as required.” Are you looking for full Helpdesk services to be included as part of the RFP, or just the ability to escalate to our Helpdesk when and as needed?**

A32. Curve Lake First Nation would like the ability to escalate to your Helpdesk as needed. Level 1 Incident Management can be conducted remotely.