

REF: RFP ICO007 Managed IT Services

Addendum No. 2

DATE: 23 February 2017
Project Name: Managed IT Service
RFP No.: ICO007
To: Respondents

The following information supplements the bid documents dated 5 January 2017.

This Addendum forms part of the bidding documents and is to be read, interpreted and coordinated with all other parts.

The following questions and answers supplement the information contained in this Request for Proposal issued in the above named project to the extent referenced and shall become a part thereof.

This Addendum No. 2 contains 5 pages.

Description: Questions from potential respondents and ICO answers

Questions		Answers
1.	Are the 5 users in the ICO office already on a desktop/application virtualization technology? If so, is it VMware Horizon View or Citrix XenDesktop/XenApp?	No, the ICO office is not currently using any virtualization technology.
2.	If the current infrastructure does not provide desktop or application virtualization technology, is the ICO open to continue using a thick client with regular server and client access type of topology (e.g. VPN from datacenter to ICO office)?	The ICO welcomes alternative configurations and pricing required to communicate with the Host. The ICO does not rule out the use of a thick client in this regard.
3.	Is remote access required? If remote access is required, is 2 factor authentication required?	The ICO interprets this question as asking whether the ICO intends to access the service from locations outside of the premises of the ICO. Access outside of the premises of the ICO is not required under normal circumstances; however consideration should be given to disaster recovery needs of the ICO.
4.	Is a SPAM filtering solution required?	Yes. Vendors need to detail the number of filters used and the manufacturer of each filter.

5.	Is antivirus required?	Yes. Vendors need to detail the antivirus filter(s) used and the manufacturer of each filter(s).
6.	Is new Microsoft Licensing required for the servers?	We have provided in a table below the Licenses that the ICO has purchased and are available for use by the vendor.
7.	<p>Do all of these servers currently exist?</p> <p>a. If yes, are they currently virtual machines that can be transferred to a new platform?</p> <p>b. Are the existing file/print/DC servers dedicated to the ICO or does the ICO share existing government resources?</p>	<p>a. The ICO office is not currently using any virtualization technology.</p> <p>b. There are no dedicated servers that can be redeployed for use with this RFP.</p> <p>Note: there are existing desktop machines and a leased printer available for use.</p>
8.	Is there physical access requirement of ICO/Vendors to enter the data center?	Access is required for due diligence and audit purposes.
9.	Can backup and recovery data reside outside of Bermuda in a non-US location i.e. Canada or Cayman?	<p>The ICO's data, and any backup(s) of that data, must be protected in order to preserve the integrity and confidentiality of all contents under its purview. Any proposal that compromises data integrity and confidentiality, whether it be by</p> <ul style="list-style-type: none"> • Storage in a potentially compromising jurisdiction; • Transit to / from / or through a potentially compromising jurisdiction; • Use of a jurisdiction that can compel the VPN provider or the hosting company to actively de-anonymize its users <p>will be deemed to be inadequate to meet the requirements of the ICO.</p>
10.	With respect to email – is a hosted solution such as Office 365 acceptable?	<p>The ICO has purchased licenses for Microsoft Office 2016.</p> <p>Hosted email should observe the following:</p> <ul style="list-style-type: none"> • Email functionality and repository respects the elements of the answer to question 9 above. • Email must integrate with current and future versions of WorkPro to facilitate case capture.
11.	Does ICO own all back office server software licensing i.e. Windows servers,	We have provided in a table below the Licenses that the ICO has purchased and are available for

	Exchange, CALs, SQL, etc.?	use.
12.	What version of Exchange is preferred, Exchange 2016 or Exchange 2013 and Standard or Enterprise?	Exchange 2016 Standard.
13.	How many users will have mailboxes and be accessing exchange via outlook or mobile device?	There are currently 5 users.
14.	What version of SQL server is required, 2012 or 2014 and Web, standard, or Enterprise?	SQL Server 2014 Standard (please refer to Appendix A – Technical Requirements Diagram, in the RFP documentation).
15.	Will SQL be presented to the public or only internal users? If only internal, how many users will be accessing SharePoint?	Internal users only. Workpro uses SharePoint software.
16.	Will the ICO be providing any licensing for the solution or should all costs be included in the submission?	We have provided in a table below the Licenses that the ICO has purchased and are available for use.
17.	Would you please clarify your IOPS requirements for the hard-drives?	<p>The ICO notes that estimating the storage and IOPS required for content databases is not a precise activity. The ICO provides the following information with intent to help vendors derive estimates to use to determine the initial size of the deployment. However once the environment is running, the ICO expects that vendor will revisit the capacity needs based on the data from the live environment.</p> <p>Estimated IOPS, average use: 19.2 Specified IOPS per Appendix A : 246</p>
18.	Would it be acceptable to have DR data backups off island as well as on Island?	Please see response to question 9 above.
19.	Are there any specific requirements for providing Security hardware, or are you looking for details on the security protocols / infrastructure in place with the solution we're proposing?	We are looking for details on security protocols / infrastructure. The ICO is open to new technology as per the RFP.
20.	Would you be open to wireless connection solutions to allow for potential cost reductions?	No.
21.	Does the ICO have internal I.T. staff to manage this infrastructure? And if not, will we (REDACTED) be required to provide a contract to manage this infrastructure?	The ICO does not have internal IT staff. The ICO is seeking a managed IT service.

22.	Is ICO open to receiving bids for less expensive cloud infrastructure that provides similar or higher levels of features?	Please be advised that the ICO is open to receive recommended alternative solutions that deliver the required functionality.
23.	Is ICO open to receiving bids for cloud services that are not IAAS? Particularly if the benefits of other providers outweigh the IAAS?	Please be advised that the ICO is open to receive recommended alternative solutions that deliver the required functionality.
24.	Is it possible to receive the forms to fill out in Word file for the response?	<p>The Request for Proposal Form and Certificate of Confirmation of Non-Collusion have been provided in Word in the letter of invitation.</p> <p>The Framework and Technical Questions have been provided in an Excel spreadsheet (Appendix B – Framework and technical Questions).</p> <p>We have provided in a table below one method to import Excel data into a Word table.</p>

Line Items

Item Name	Part Number	Version	Quantity
Microsoft®ExchangeServerStandard 2016 Government OLP 1License NoLevel	312-04365	2016	1
Microsoft®ExchangeStandardCAL 2016 Government OLP 1License NoLevel UsrCAL	381-04430	2016	5
Microsoft®Office 2016 Government OLP 1License NoLevel	021-10583	2016	5
Microsoft®Visio®Standard 2016 Government OLP 1License NoLevel	D86-05728	2016	5
Microsoft®Windows®ServerCAL 2012 Government OLP 1License NoLevel UsrCAL	R18-04291	2012	3
Microsoft®Windows®ServerStandard 2012R2 Government OLP 1License NoLevel 2Proc	P73-06295	2012 R2	3

EXCEL: IMPORT EXCEL DATA INTO A WORD TABLE

This will show you how to import data from Excel into a Microsoft Word table.

- a. Open a new or existing document in Microsoft Word.
- b. Click the "Insert" tab > Locate the "Tables" group.
- c. Select the "Table" icon > Choose the "Insert Table..." option.
- d. Set the "Number of columns," "Number of rows," and "AutoFit behavior" to your desired specifications > Click [OK].
- e. Open the Excel file and use your mouse to select the data you wish to import.
- f. Right-click on the range of cells you have highlighted and select "Copy."
- g. Switch back to Word and highlight the table cells where you want to import the Excel data.
- h. Right-click on the Word table and click the option you want under "Paste Options."

Note:

If you select the table in Word, the "Table Tools" tab will appear at the top of the page. Use this tab to format the "Design" and "Layout" of the table to meet your preferences.