



Request for Proposal (RFP) FII-23-04 – IT Support Services

Addendum #3 – June 8, 2022

Answers to Questions received as at June 8, 2022

This information is posted on both <https://www.bcfii.ca/contract-opportunities/> and <https://www.bcbid.gov.bc.ca>.

Q1: Can the following matrix be filled in indicating quantity and notes?

A1:

CATEGORY	ITEM	QUANTITY - TOTAL	NOTES (MODELS,ETC)
SUPPORT	Locations	1	Vancouver
	Total Staff	25	
	High-touch/VIP users	5	
	Onsite visits	2 days a week	
MANAGE IT	Firewalls	1	Fortinet
	Switches	3	Aruba
	Wireless Access Points	4	Aruba, 1 SID staff + 1 SID for guests
	Servers - hosts	3	HPE servers
	Servers - Virtual Machines	9	VMWare
	Servers - Physical	8	Mostly HPE servers
	Laptops/Desktops	25	
	Phones/Tablets	25	
	Backups	Veeam/BackupExec	
	SIEM (Security)	Custom SIEM + Comodo	
	Office 365	25	
	SQL	1	
APPLICATIONS	Self - hosed Standard Software/Applications	QuickBooks	Yes, a support agreement is in place
	Self - hosed Custom Software/Applications/	Funding Management System (supported by Avocette)	Yes, a support agreement is in place
	Web-based apps/SaaS	O365	Online agreement
	Web-based apps/SaaS	Adobe Sign	Online agreement
	Web-based apps/SaaS	Zoho	Online agreement
	Web-based apps/SaaS	WordPress	We use an approved vendors list for website support

OTHER	Customer IT Staff	1	Manager, IT
	Known pain points/common problems	Identified in RFP	
	GPOs	41	
	OU's	18	
	Security Groups	29	
	Domains	1	
	VLANs	4	
	Staff Cyber Security Training	Annual training conducted by Manager, IT	
	Disaster Recovery Site	Yes	Tested monthly
	Business Continuity Plan	Yes	
	Mobile Device Management	Yes	Only 1 device
	Single Sign-On	No	
	WAF	Fortinet	
	Network printers	3	1 Canon (serviced by Canon), 2 HP (Serviced internally)
Standalone printers	16	Lexmark	

End of Addendum #3