

REQUEST FOR PROPOSALS

For IT Support Services – Service Desk, Application Management & Managed Hosting

RFP No. RP220-2016- 03

QUESTIONS & ANSWERS # 2 Dated October 19, 2016

Please see the answers below regarding any questions raised in relation to this RFP.

1. **Question:**

What production services does the Customer anticipate hosting directly at 1 University?

Answer:

Services related to the local domain controller, printers, network and communications will be hosted at 1 University.

2. **Question:**

Is there a requirement for 1 University Ave internet access to be routed through the data center?

Answer:

No, there is no specific requirement to route external internet traffic thru the data center.

3. **Question:**

Application auditing and cross system authentication described in B16 is an in depth topic that requires some further understanding of the application architecture. Is the requirement for the response to describe capabilities, or to provide and price a solution?

Answer:

The requirement is for the response to describe capabilities for current in-place Partnership systems; and include functionality for any Proponent provided services that are included as part of the RFP solution.

4. **Question:**

What is the anticipated storage size and daily data change rate % requirement for the Azure servers? Production active storage was indicated to be 30TB, so the DR (plus development, and test) requirement would be a subset of active production quantity?

Answer:

As part of our in-progress system migrations and transformations, we anticipate the cumulative storage requirements for Production, Staging and Development to be approximately 30 TB at contract transition and increase to between 50 TB and 100 TB over the course of the contract. Azure storage related to DR of Production systems will be in the 15 TB range at contract transition. The average storage size for each Azure hosted server is 100 GB. The anticipated daily data change rate for Azure hosted servers is expected to be less than 5% since application data will still be stored on-prem. The primary use case for Azure servers will be extended compute capacity.

5. **Question:**

The inventory in the RFP indicates Endeca servers are running Windows Server 2003 R2 (Oracle server), and Windows Server 2003 (2x Endeca servers). Is there any reason these cannot move to a supported OS platform during transition/transformation time frame?

Answer:

The Canadian Cancer Trials initiative will be going under business review during 2017. A migration away from Endeca and Windows 2003 R2 is anticipated as part of the business review and subsequent application redesign.

6. **Question:**

The inventory in the RFP indicates Ceridian as a Windows 7 operating system. Is this a requirement, or can this application supported to be able to run on a Windows Server operating system?

Answer:

The Ceridian Insync client application is currently only supported on Windows desktop operating systems.

7. **Question:**

Who is the current service provider for the 100Mbps and 50Mbps circuits/connections? What are the current circuit types, and please clarify the bandwidth units are Mbps or Mbps?

Answer:

The current service provider, contracted thru ITMethods, is Bell with a burstable 100 Mbps link from 1 University office to each data center.

8. **Question:**

Does CPAC require LAN/WLAN support services?

Answer:

Yes, the Proponent is expected to manage the Partnership LAN and WLAN.

9. Question:

The CISCO on-prem inventory provided as part of answers to questions RP-220-2016-3-Q A is helpful; in order to provide an option for an alternate vendor to manage the solution in case the migration to the new UCaaS solution cannot be completed right before the expiry of the current maintenance by IT Methods, would it be possible to get a list of serial numbers of each equipment and license count? If CPAC does not have this, a Letter of Authorization to CISCO authorizing TELUS to obtain this information will suffice.

Answer:

Item	Serial Number	Quantity
CTS-PHD-1080P12XS	A1AB04E00248 A1AB04E00727 A1AB05E00113 A1AB05E00121 A1AB05E00152	5
CTS-PHD-1080P4XS	B1AB47D00610	1
CTS-INTP-C40-K9	FCZ1611F074 FCZ1611F076 FCZ1611F078 FCZ1611F07Q FTX1605C079	5
UPG-BE6K-VM		170
UPG-BE6K-ENH		170
CCX-85-CMBUNDLE-K9		1
CP-8831-K9=	FOC1923M0KM	1
AIR-CAP3502E-A-K9	FTX1523E5NH FTX1523E5NQ FTX1523K5GC FTX1523K5GF FTX1523K5GJ FTX1523K5JD FTX1526E3BJ FTX1526K3H6	8
AIR-CT2504-15-K9	PSJ15330BMP PSJ15330BMQ	2
WS-C3750X-48PF-L	FDO1613R25F	1
C2811-VSEC-SRST/K9	FTX1143A4GT FTX1211A1HG	2
WS-C3750G-48PS-S	FOC1138Z8GM FOC1241W5PD FOC1245W4JQ	3
WS-C3750G-24PS-S	FOC1308Z1XR FOC1424Z1JR	2