REQUEST FOR PROPOSALS

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

RFP No. RP220-2016- 03

QUESTIONS & ANSWERS dated October 12, 2016

NB: Some of the Questions noted below were received during the Vendor Information Session. Due to technical difficulties, the session was not recorded, however we've transcribed the questions received below. The PowerPoint presentation shared during the Vendor Information session will also be posted as a separate document.

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

1. *Question:*

   Is the inventory in the RFP the current Inventory or the target?

   Answer:

   The inventory in the RFP is the target inventory excluding VMs related to management of the infrastructure (e.g., vCenter, SRM, PRTG monitoring, etc), ongoing pilots and test servers.

2. *Question:*

   Is the inventory in the RFP the full list or is there a subset that will be shared with the successful Proponent?

   Answer:

   The inventory listed in the RFP is the inventory that will be shared with Proponents and is the anticipated configuration at time of contract transition. The Partnership recently migrated from Oracle, thus the associated servers were not included. With a refresh of the data center equipment and potential change of location for hosting and shared vendor services (e.g., monitoring), the VMs related to infrastructure management are currently undetermined.

3. Question:

Is the Partnership open to a shared Unified Communication infrastructure service (UCaaS)?

Answer:

The Partnership is open to the concept of a shared (tenant) UC infrastructure if it is securely isolated, meets QoS targets, complies with the Partnership governance and risk frameworks and provides the required level of audit/traceability.

4. Question:

The inventory for the UC is not included in the RFP. Will this be shared?

Answer:

Yes.

Physical phones in the office

Model	Item Description	Number of units
7936	Cisco IP Phone	5
7906	Cisco IP Phone	1
7941	Cisco IP Phone	2
7941-GE	Cisco IP Phone	76
7942	Cisco IP Phone	73
7961	Cisco IP Phone	3
7962	Cisco IP Phone	6
8831	Cisco IP Phone	1
8841	Cisco IP Phone	1
Total		**168**

UC and supporting network inventory (office)

Number of softphones	64
Number of PRI lines	1

Number of analog lines	2
Calling features	Voicemail, Mobile Connect, MeetMe and Presence/Jabber
Network Switches	WS-C3750G-24PS-S WS-C3750G-48PS WS-C3750G-24PS
Cisco Teleconference Box (C40)	3
Cisco 1080p Cameras	6

5. *Question:*

Is the upgrade of the UC in scope for the RFP?

Answer:

An upgrade of the current UC is not in scope as we are anticipating it will be a migration off the current on-prem UC platform to a UCaaS solution as part of the RFP.

6. *Question:*

Considering new security legislations such as Anti-Spam laws, does the Partnership have an enterprise risk framework? Will this be shared publicly or with the successful incumbent? Please provide insights on what would be in scope for the preferred vendors as it relates to the risk framework?

Answer:

Yes, the Partnership has an enterprise risk policy and framework that will be shared with the successful Proponent. An example list of items in scope for the vendor includes process documentation, risk assessment, risk response and audit/reporting services in relation to vendor managed IT products and services. The depth of scope will vary based on the type of product or service (e.g., infrastructure, laptops, operating systems, SaaS service, third party applications).

7. *Question:*

   The Partnership currently has employees that work remotely; Are field technicians required?

   Answer:

   No, field technicians are not required.

8. *Question:*

   Will service providers be required to manage the device images?

   Answer:

   Yes, the successful Proponent will be expected to manage the OS images for laptops and VMs, as well as device profiles.

9. *Question:*

   Is your business hours the typical 9-5?

   Answer:

   Please refer to the service desk availability requirement C3 in the RFP.

10. *Question:*

    Is there a preference for the service desk to be in Canada or North America?

    Answer:

    Yes, there is a preference for the service desk to be in Canada with secondary on-site presence within 1 hour. Please refer to the service desk location requirement C2 in the RFP.

11. Question:

Is the Partnership looking to change or refresh the existing UC platform?

Answer:

Yes. We are currently evaluating Skype for Business as a replacement for our current communication tools (WebEx, BlueJeans, Jabber). We also anticipate replacing our current Cisco CUCM system with a UCaaS solution.

12. Question:

Who is the current incumbent managing the Service Desk?

Answer:

The current incumbent managing Service Desk is ITMethods.

13. Question:

The RFP mentions that the Partnership is in the process of consolidating the 2 datacentres. Will this be completed before the successful proponent is selected? If not, what role will the successful proponent play?

Answer:

No, it is expected that the process of consolidation will extend into early 2017 but will be completed prior to April 1, 2017. The successful Proponent may be involved in the consolidation of the data centres and migration of services to the Azure cloud as part of the project work requirements outlined in Exhibit B in the RFP. The Partnership is planning to conduct an Azure pilot in the November/December 2016 timeframe to inform the migration work that will start with the successful Proponent in January 2017.

14. Question:

Why did the Partnership select Azure? Can proponents suggest other options outside of Azure?

Answer:

The Partnership selected Azure based on compliance, data residency, operational and future proofing requirements based on an independent cloud assessment and selection process. No, proponents should not suggest other options outside of Azure.

15. Question:

What's the rationale for using a Hybrid model rather than moving everything to the Cloud?

Answer:

The Partnership has compliance and data residency requirements based on corporate policies and policies from partners that the Partnership actively collaborates with.

16. Question:

Is data sovereignty an issue for the Partnership?

Answer:

Yes.

17. Question:

Over the next 5 years is the intent to move all the data centre productions to the cloud or will some remain on-prem?

Answer:

Some services will continue to remain on-prem over the next 5 years. See questions 14 and 15 above.

18. Question:

Based on the comprehensive nature of this bid, and need for addendum clarity, we request that a 3 week extension be provided to ensure CPAC's risk is mitigated in selecting a strategic supplier for this important transition. Can you please accommodate?

Answer:

See Addendum No. 1, issued October 11th, 2016 with revised dates.

19. Question:

*In addition to the above, and in order to provide the most comprehensive **response,** we request that more information be provided. Can CPAC better clarify the following phases:*
   a. *Discovery and Support transition January – March 30, 2017. Is this correct?*
         i. Helpdesk transition from CPAC
         ii. Operations of existing "as is" environment in 2 DC's from incumbent provider
         iii. Transition application support

   b. *Close 2nd DR colocation for compute, DR and Backups by "which" date, (please provide) including:*
         i. DR bandwidth needs
         ii. Daily backup change volume – Can you please specify?

   c. *Refresh the hardware for production DC and associated migration of approximately 100 VM's estimate – Is this required by March 30th, 2017 or another   future   date?*

   d. *Evolve end user solutions: migration of email/pst/ Sharepoint/ WebEx/ GoToMeeting/ Blue jeans to O365 (along with end user training) and new voice system (it all impacts point "c" above) – Can you provide   clarification   on   what   date,   post   March   30th?*

   e. *Conversion to Azure identity for on-prem, Azure, O365 and SaaS – What date do you request this by?*

Answer:

a. Transition period (January – March 2017) would entail:

   i. Service desk, application support/management and infrastructure support/management (office and DC) transition from the current provider, including;

- knowledge transfer of existing systems, documentation and processes
- transfer/transition of third party vendor support contracts and accounts
- build of any new required documentation and processes to support environment and tools
- onboarding of vendor to the Partnership systems
- training on any new processes or tools that are specific to the new vendor
- operation of existing "as-is" environment
- operation of help desk

   ii. Transition of existing data centres, including;

- migration of VMs and associated network infrastructure from DR DC to existing Production DC or new Production DC (Exhibit B - B2)
- migration of VMs and associated network/support infrastructure from existing Production DC equipment to new Production DC (Exhibit B – B2) equipment.
- transfer of maintenance, configuration and updates to existing equipment at Production and DR DC
- transfer and/or disposal of current "as-is" equipment as part of data center consolidation and equipment refresh

b. We plan to close the 2nd DR colocation prior to April 1, 2017. The DR bandwidth needs are currently supported by a 50MBps pipe between Peer 1 and 151 Front. The specific DR bandwidth requirements in the third mandate are currently unknown but are expected to decrease based on the services and data that are migrated to the Azure cloud and SaaS providers; as well as services that are being retired. Also, as we are actively transitioning and retiring services, we do not have a current estimate on daily backup change volume for the third mandate.

c. The current plan is to refresh the hardware for production DC and consolidate VMs from DR DC prior to April 1, 2017.

d. We expect to transition to O365 for Exchange and new UCaaS system prior to April 1, 2017. End user migration and training will be ongoing post April 1, 2017.

e.
We expect that Azure AD synced with on-prem AD will be in place prior to April 1, 2017 to support O365, UCaaS and Azure transition.

20. Question:

There appears to be some ambiguity with respect to the timelines outlined in the RFP. Can you provide some clarity with respect to what is required by the provider by April 1st 2017 and what can be deferred to a future timeline?

Answer:

Please refer to question 19 above.

21. Question:

It would be preferable for CPAC to provide a specific "solution set" to price to ensure pricing comparisons align to similar assumptions from respondents. Can you please supply?

Answer:

The solution set for the transition period (January – March 2017) will be planned and finalized with the successful Proponent in January 2017. The solution set for on-going support starting April1, 2017 should incorporate the requirements in Exhibits C, D & E. An updated Rate Bid form will be uploaded that allows the proponents to include any assumptions made when developing their pricing.

22. Question:

A specific backup solution didn't appear to be identified. What backup software and

related hardware is CPAC currently using? Who manages it? What retention period is required and does that include all apps, O365 and SaaS environments?

Answer:

Backup is currently performed using a combination of replication (SRM) and cross storage of online backups between the 2 data centres. The Partnership does not currently maintain any offline or off-site backups. The current VM/NetApp retention period is 3 months and includes all applications, although the actual data retention is up to 6 months due to online backups within the snapshots. A secondary backup strategy is not yet in place for O365 or SaaS environments, but is currently under investigation as we transition and pilot O365 and other SaaS services.

23. Question:

Exhibit E- Managed Hosting Requirements-
> a. *Since you prefer to remain at Peer 1 for your Production environment, is the Colocation agreement owned by CPAC, (ie. Not the MS Provider) such that the separation is simple? Or are new colocation requirements required along with a location based migration?*
> b. *Is the Colocation environment 100% dedicated to CPAC or is a portion shared with other clients, (ie. Core switching)? If so, please identify which portions are shared and thus need to be included in our response.*

Answer:

> a. The Colocation agreement with Peer 1 is owned by our current IT provider. A location based change would be likely based on the new build (Exhibit B, B2) and reduced physical footprint. We estimate the new on-prem compute requirements would be satisfied by something similar to two Cisco C460 M4 servers with 40 to 60 physical cores combined.

> b. The Colocation environment is 100% dedicated to CPAC and CPAC owns all associated equipment at the Colocation environment.

24. Question:

C5 refers to E14. Is this accurate?

Answer:

The reference for C5 should be C12 and not E14.

25. Question:

The inventory of servers in the RFP (Exhibit A Peer 1 Toronto and Exhibit A Peer 1 Toronto II 151 Front) is to be used for infrastructure sizing for the proposed solution? During the vendor session on Sept.30th the production compute and storage size discussed by Partnership was way less than that is stated on page 93 vSphere Capacity Report CPU Capacity   Memory Capacity   Storage Capacity   Virtual Machines Primary DC   226 GHz   2.62 TB 30 TB   78 Secondary DC   172 GHz   2.06 TB 17 TB   129
Please confirm the future state Sizing of Compute and storage.

Answer:

The vSphere Capacity Report refers to the current environment state. The Server and Application inventory presented in the RFP Appendix A represents expected compute requirements and target environment for business servers and applications at third mandate transition, but excludes:

- Infrastructure management servers
- Test and pilot servers
- Servers and services that we are actively transitioning off of or retiring

We anticipate the active storage usage will be approximately 30 TB (excluding backups) at the start of the next mandate with increasing capacity to between 50 TB and 100 TB depending on adoption rate of various services and initiatives.

26. Question:

During the vendor session, we were given confirmation that UC is in scope. Please provide the inventory for the UC equipment (make, model, phone types, license count etc) and

describe the associated scope, timelines for the replacement of UC equipment / services. Please provide any current maintenance agreements partnership has in place with the current services provider or with OEM.

Answer:

All maintenance agreements with current service providers continue until March 31st, 2017. Maintenance agreements for the third mandate will be dependent on the selection and implementation of new UCaaS solution. An inventory of existing UC equipment is provided in Question 4 above.

27. Question:

In Schedule A - Specific Terms Respecting Enterprise HIS Solution Integration Specifics., Network Availability., Technical Requirements indicate that "[To be addressed in negotiations]". These components will have an impact to solution criteria and associated pricing. Is the expectation that the pricing will be adjusted with Partnership provided details associated with Integration, Network and technical requirements in a future RFP stage?

Answer:

Please note- "Enterprise HIS Solution" should be revised to "Enterprise IT Solution".

These Items are merely intended to reflect the business deal between the Partnership and the successful Proponent, and is based on the RFP and the Proponent's Proposal, and the resultant discussion between them – hence "[To be addressed in negotiations]".

28. Question:

What is the age of the data center servers/network infrastructure on premises hardware are the production hardware?

Answer:

All existing data center infrastructure was purchased in December 2011.

29. Question:

With respect to E13, Please describe the backup retention policy required as it relates to the Partnerships Record Management Process.

Answer:

A copy of the Partnership's Record Management Policy, procedures and retention schedule will be provided to the successful Proponent.

30. Question:

Can the Exhibit B projects be prioritized or categorized to describe which projects would be performed from Jan 2017-March 2017, and which will be sized and performed April 2017 and onwards?

Answer:

The primary objective and goal as stated in Exhibit B of the RFP is to achieve a state of readiness for the successful Proponent to begin deliver of IT support services on April 1, 2017. The Partnership will work with the successful Proponent and its existing IT vendor in early January to plan and prioritize transition activities.

All transition projects are expected to be completed during the January 2017-March 2017 timeframe. The Unified Communications (B6) project is expected to start in January-March timeframe with some aspects completing after April 2017. Many items (B3, B4, B5, B9, B10, B12, B13, B14) are already in place with the current environment. We are not anticipating the addition of any new servers or infrastructure requirements (B3, B5) during transition aside from projects mentioned already mentioned in the RFP. The specific tasks associated with most of these infrastructure related items will be largely dependent on the new build (B2) and migration of existing configurations.

31. Question:

Exhibit E, Pg125, indicates the Partnership is open to using an alternative hosting facility chosen by the proponent. Are there any restrictions or requirements on which province in Canada the data center / data must reside?

Answer:

The data centre must reside in Ontario, Canada within the Greater Toronto Area.

32. Question:

When does the Partnerships contract(s) with Peer 1 end?

Answer:

The Partnership does not have a contract with Peer 1. Peer 1's services is currently provided through the Partnership's current service provider. That contract ends on March 31st, 2017.

33. Question:

What are the protocols, # of host targets and features required for the local load balancing (eg. HTTP/HTTPS, 10 web servers, TCP Offload, SSL acceleration)?

Answer:

At the time of transition, the protocols in use are expected to be HTTP, HTTPS, LDAP and LDAPS; 10 application/web servers, 15 to 20 virtual IPs, SSL offloading for local load balancing.

34. Question:

What is the bandwidth requirement between 1 University, DR Azure Site and the production data center with respect to anticipated future compute and storage size? Does the Partnership have any historical usage trends we can reference?

Answer:

The future state bandwidth requirements are currently unavailable as we are still investigating the change impact for VM/data replication and backup from current technology to Azure. The current environment utilizes a 100 MBps pipe between 1 University and Production DC; and 50 MBps pipe between 1 University and DR DC.

See Server and application inventory in Exhibit A for anticipated future compute size and Question 25 for expected storage size. The historical usage trends are not reflective of the future state environment as we are actively transitioning off many of our higher utilization servers and reducing our data center footprint requirements.

35. Question:

Please identify the production systems that are in scope for disaster recovery (Exhibit B B17), and their associated capacity / RPO requirements . Page 131 E-14 states only about RTO.

Answer:

All production systems are in scope for Disaster Recovery (Exhibit B, B18). Our Recovery Point Objective (RPO) requirement is 24 hours for all systems.

36. Question:

Exhibit D, D1 Application Licenses indicates the Supplier will provide license tracking and procurement for software and applications. Please provide the list of software that is intended to be included in the solution to ensure the appropriate licenses are included.

Answer:

A list of software was provided in Exhibit A in the RFP. The Proponent's responsibility in relation to license tracking and procurement of software and applications does not include the purchase cost of licenses used by the Partnership. Costs related to software or services owned and used by the vendor for infrastructure or service delivery is the responsibility of the Proponent. Proponents should clearly state any assumptions they make with respect to the ownership of software licensing.

37. Question:

The Partnership already has Microsoft Azure entitlements, and based on the inventory OncoSim, Moodle and Elastic Search are running in Azure. What region are they running, what is the associated storage account size/type?

Answer:

The provided inventory represents the planned future state at time of transition. OncoSim, Moodle and Elasticsearch services have not yet been migrated to Azure. The associated Azure region once migrated will be Canada Central or Canada East.

38. Question:

And what is service provider's role and responsibilities for Azure DR site?

Answer:

The successful Proponent will be responsible for management, provisioning and maintenance of Azure resources; and supporting activities related to the Partnership's Disaster Recovery and Business Continuity Plan programs.

39. Question:

Is Azure Site Recovery currently in use today for any workload (OncoSim shows up in both Production and Disaster Recovery inventory)?

Answer:

No, Azure Site Recovery is not currently in use for any workload. The workloads identified for Azure in the Application Inventory are targeted to be in Azure at time of third mandate transition. See question 37 above.

40. Question:

The capacity associated with servers in the inventory "Third Wave" column labelled Retired are not to be included in the sizing for the infrastructure build?

Answer:

Yes, servers identified as 'Retire' in Third Mandate column of Server and Application Inventory reports should be excluded from sizing of the infrastructure build.

41. Question:

There are lot of security options and requirements stated in most of the exhibits however there is no specific scope provided in the RFP. How would Partnership want proponents to address such requirement as it will not be possible to price a service without defined scope?

Answer:

Assumption on security scope as it pertains to infrastructure and services should be based on industry best practices. See question 6 for clarification on requirements related to Enterprise Risk Framework.

42. Question:

Can proponents respond to partial RFP i.e. say for IT service desk only or Exhibit E only? Is this RFP for all or nothing? Kindly confirm.

Answer:

The Partnership preference is to contract with one prime Proponent for all services.

43. Question:

With respect to service Schedule D: Application Management, would service desk have ability to triage the call to OEM for support? If so, please provide the support structure that Partnership is currently using.

Answer:

Yes, the service desk has the ability and is expected to triage and manage calls to a vendor as required. The service desk (SD) should have a baseline understanding of all applications to support triage and be able reference to prior support issues in knowledgebase or ticket system. All issues are received and triaged by SD. SD may need to escalate to Tier 2/3 support within the IT vendor organization. In the event an issue needs to be escalated to product/service vendor, the SD will open a ticket with product/service vendor and liaise

between vendor and user until issue is resolved. Issue escalation with the vendor will be managed by SD.

44. Question:

Specific to C-15 Knowledge Base, please define the expectations as to how users would be using the knowledge base?

Answer:

It is expected that this functionality is part of the new service desk tool solution where end users can easily access or be notified of solutions to common issues and problems.

45. Question:

Specific to C-16, The tools service provider uses for service desk are built for managed service over the period of time and are the backbone of our service delivery. Is it mandatory for service provider to be using tools that are in magic quadrant as stated in your RFP? Or the outcome is more important to partnership?

Answer:

There is a preference for the SaaS tool to be in the Gartner Magic Quadrant, but the Partnership is open to SaaS tools that meet the Partnership's desired objectives and requirements as outlined in Exhibit C in the RFP. The SaaS tool and related data should be owned by the Partnership or transferrable to the Partnership on completion of the contract.

46. Question:

Please refer C-3, please confirm that CPAC would like a Full Time Equivalent (FTE) onsite in the Toronto office.

Answer:

Yes. A FTE resource is required onsite at the Toronto office. As stated in the Exhibit C requirements, the FTE on-site resource may need to be augmented by additional resources during increased capacity and escalation periods.

47. Question:

What is the total number of remote users AnyConnect clients being used today?

Answer:

All Partnership employees with corporate laptops and mobile devices are equipped with AnyConnect to support DR, BCP and Work from Home (WFH) initiatives. The number of active employees utilizing AnyConnect during normal business operations is defined by the WFH participants (approximately 40), of which most participants work remotely a single day per week.

48. Question:

How are the AnyConnect clients licensed with the existing firewalls?

Answer:

Concurrent licensing for 250 users on Cisco ASA with AnyConnect Essentials

49. Question:

Which firewall / site currently facilitates Remote Workers Client-to-Site VPN?

Answer:

Both the Production and DR sites currently facilitate Remote Worker client-to-site VPN. The DR site is principally only used during DR, BCP and maintenance activities.

50. Question:

Is the Client-to-Site VPN SSL-based or IPSEC-based?

Answer:

Currently using Cisco AnyConnect (TLS) , Cisco VPN Client (IPSec) and Cisco SSLVPN (TLS).

51. Question:

How are remote users authenticating to the VPN?

Answer:

Active Directory credentials.

52. Question:

Does the Customer wish to keep the Cisco AnyConnect client for its remote users as part of a seamless transition experience? Or is the Customer willing to accept another Client VPN solution?

Answer:

The customer is willing to accept another client VPN solution subject to acceptable user experience and functionality. The Partnership is currently evaluating the use of VPN appliances (Meraki Z1) as part of the corporate WFH program.

53. Question:

Is the customer performing any host posture checks using the AnyConnect client?

Answer:

No.

54. Question:

At 1 University what type of device is the CPAC GW2? Please provide make, model and version.

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Answer:

Cisco 2811, v12.4(22)

55. Question:

For the existing ASA 5520 and ASA 5510 located at Peer 1 and 151 Front street:

a. *How many years of maintenance and vendor support left?*
b. *Are there any other features/modules installed on these firewalls to support other functions (such as IPS?) What are they?*

Answer:

a. Current support contracts end on March 31, 2017. Support for the devices can be extended up to EOS date of 9/30/2018 with Cisco.
b. Just the SSM module

56. Question:

Do you have any performance/health statistics on these firewalls that can be provided?

Answer:

No.

57. Question:

Approximately how many zones, rules and objects do the firewalls at each site contain?

Answer:

Approximately 12 zones, 500 rules and 175 objects (including object groups).

58. Question:

Does the client use any existing firewall assessment tools in-house today?

Answer:

No.

59. Question:

In addition to Intrusion Prevention, what other logical protection systems would the Customer consider to augment existing security capabilities? URL Filtering? Malware Detection?

Answer:

The Partnership currently leverages McAfee Endpoint Security for malware/virus protection, Mimecast for email protection, URL/IP filtering on firewalls, and URL/IP filtering on web/database servers.

60. Question:

What is the minimum retention requirement for firewall audit trails?

Answer:

3 months.

61. Question:

Will the incumbent vendor's service desk knowledgebase be available to the successful Proponent?

Answer:

Yes, a data extract file from the incumbent's support wiki will be available as part of the service handle off.