

ADDENDUM No. 2

Dated October 12, 2016

REQUEST FOR PROPOSALS - RFP No. RP220-2016-03

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

The Request for Proposals is amended as follows:

- Appendix C- Rate Bid Form has been amended and is attached on Page 2 and 3 below.
- The following is being added to Exhibit E - Managed Hosting Requirements:

**E23 Azure Cloud Environment**

1. The Proponent should describe the model used for managing client Azure environments (client owned subscription or Proponent owned Enterprise subscription)
2. If using a Proponent owned Enterprise subscription,
  - a. The Proponent should describe how they segregate client services and data
  - b. The Proponent should describe how they transfer client subscriptions and resources back to the Partnership on contract completion
3. The Proponent should describe what shared services are used to manage the client subscription and governance surrounding shared services

## APPENDIX C – Rate Bid Form

Please include all assumptions made when developing your pricing in the “Assumptions” column.

Total Fees From January 2017 to March 31, 2022(000's)						
Component	Transition Project Work			On-going Support	Total	Assumptions
	Jan-17	Feb-17	Mar-17	Apr. 1, 2017 to Mar. 31, 2022		
<b>Infrastructure Build</b>						
Planning & Design						
Implementation & Configuration						
Hardware & Support						
<b>Service Desk</b>						
Planning & Design						
Implementation & Configuration						
Software & Support						
On-Going Operations						
<b>Managed Hosting</b>						
Planning & Design						
Implementation & Configuration						
Software & Support						
On-Going Operations						
<b>Application Management</b>						
Planning & Design						
Implementation & Configuration						
On-Going Operations						
<b>Sub-Total</b>						
HST						
<b>Total</b>						

Please include all assumptions made when developing your pricing in the “Assumptions” column.

<b>Total On-Going Support Fees by Fiscal Year(000's)</b>							
	April 1, 2017 to March 31, 2018	April 1, 2018 to March 31, 2019	April 1, 2019 to March 31, 2020	April 1, 2020 to March 31, 2021	April 1, 2021 to March 31, 2022	Total	Assumptions
Service Desk							
Application Management							
Managed Hosting							
Hardware & Support							
Service Desk - Software & Support							
<b>Sub- Total</b>							
HST							
<b>Total</b>							

**End of Addendum No. 2**