

## **ADDENDUM NO. 1**

RFP: TMW 2026-05 – I.T. Services

Issued by: The Corporation of the Municipality of Markstay-Warren

Date: April 13<sup>th</sup>, 2026

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This Addendum forms part of the above-noted Request for Proposals (RFP) and is issued to clarify information, address bidder questions, and formally extend the submission deadline. All bidders must include this Addendum as part of their proposal submission.

### **1. Extension of Submission Deadline**

The submission deadline for this RFP has been extended as follows:

- **Original Closing Date:** April 15, 2026 at 4:00 PM
- **Revised Closing Date:** **April 29, 2026 at 4:00 PM (local time)**

Proposals must be received by the revised closing date and time. Late submissions will not be accepted.

### **2. Frequently Asked Questions (FAQ) and Clarifications**

#### **2.1 Infrastructure Overview**

Approximately 2 managed routers/firewalls with 5 access points, and 7 smaller unmanaged networks.

#### **2.2 Onsite vs. Hybrid Support**

Primarily onsite support as well as hybrid support.

#### **2.3 Number of Employees**

Approximately:

- **20 full-time staff** using critical infrastructure
- **20 part-time users** accessing the system

#### **2.4 Monthly Support Ticket Volume**

Average monthly support tickets are not actively tracked. Typical monthly activity includes:

- **Approximately 3 major issues** (generally reported by trained senior staff), and



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- Approximately **5 smaller issues**, including password resets, computer, or software-related issues.

## **2.5 Budget Allocation**

The annual budget for this engagement has **not yet been set**.

## **2.6 Incumbent Service Provider**

Yes. The Municipality has had an incumbent service provider for approximately **1.5 years**.

## **2.7 BID Form – Services Section**

The bidder's understanding is correct. In the "Services" section of the BID Form:

- Services provided should be listed,
- Quantities should reflect the **number of months** where applicable,
- One-time services should be listed with a quantity of **one (1)**.

For items billed on an hourly basis, proponents must clearly specify the **hourly rate**.

## **2.8 Product Availability Sheet**

The Product Availability section is intended to address the availability of any hardware or services that may be quoted. It does not generally apply to this tender; however, it is assumed that services will be available upon execution of the contract and completion of onboarding.

## **2.9 Endpoints and Locations**

The Municipality operates out of a number of locations. The core group of devices is centered around 21 Main St. S. Markstay Ontario with a total of 20 Operating Devices and 5 Accessories. The Municipality runs 2 libraries with 1-2 staff computers and 3-5 public computers. The remainder of the locations are distributed around the municipality but run 1-2 devices per site.

## **2.10 Servers in Scope**

One (1) server.

## **2.11 Network Topology Documentation**

An up-to-date network topology or high-level infrastructure diagram is **not available**.



## **2.12 Licensing**

Approximately **45 licences**, including SharePoint and Microsoft 365.

## **2.13 JumpCloud Usage**

JumpCloud is used as the **primary identity platform** and is also utilized as a **password manager**.

## **2.14 Fortinet Firewall Devices**

Fortinet firewall devices are deployed at the following locations:

- **21 Main St S**
- **39 Lafontaine Rd**

## **3. Confirmation**

All other terms, conditions, and specifications of the original RFP remain unchanged. Proponents are required to acknowledge receipt of this Addendum in their submission.