



PROCUREMENT SERVICES

CITY OF SURREY, SURREY CITY HALL
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ADDENDUM No. 4

REQUEST FOR PROPOSALS No.:	1220-030-2021-014
TITLE:	ENDPOINT MANAGEMENT SOLUTION & EXISTING SOLUTION DECOMMISSIONING SERVICES
ADDENDUM ISSUE DATE:	OCTOBER 29, 2021
CLOSING DATE AND TIME:	ON OR BEFORE THE FOLLOWING DATE AND TIME (THE "CLOSING TIME"): TIME: 3:00 P.M. (LOCAL TIME) DATE: NOVEMBER 4, 2021

INFORMATION FOR PROPONENTS

Proponents are advised that Addendum No. 4 to 1220-030-2021-014 is hereby issued by the City. This addendum shall form part of the contract documents and is to be read, interpreted and coordinated with all other parts. The following information is provided to answer questions raised by Proponents for the above-named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the Proponents or any sub-contractor not being familiar with this addendum. This Addendum No. 4 contains two (2) pages.

1. QUESTIONS AND ANSWERS:

- Q1. Are iOS and Android devices in scope for the solution?
- A1. iOS and Android devices are not in scope of this RFP.
- Q2. What capabilities of Altiris are being used and what integration, if any, exists with other systems such as ITSM, procurement, etc.?
- A2. Referring to Schedule A, Altiris currently achieves all "Target State" needs except "Devices are manageable even when they are NOT connected to the City Local Area Network (LAN)", and of "Should have" needs, it achieves some of these including "Ability to integrate with WSUS server". Altiris integrates asset information with the ITSM platform Service Now, and imports spreadsheets of purchased computers and monitors that are generated by Dell Canada.
- Q3. What training is required i.e., can you provide approximate number of users and types of Solution users and their roles to be trained?

- A3. We will require technical administrator and technician training on the management and use of the platform(s) for 8-10 people.**
- Q4. What is current ITSM solution. Is this project to replace an existing assessment management solution as part of this project?**
- A4. The current ITSM is Service Now. An integration of asset information between the Endpoint Management Solution and the ITSM platform is in scope. A separate RFP is underway regarding the City's ITSM platform and the scope associated to that procurement process may include in its scope the integration of asset information to the City's ITSM platform.**
- Q5. We did not become aware of the bid until after the information meeting was held and would like to respond. Would the City please provide any information, notes, recordings, details or summary that covers what was discussed in the information session.**
- A5. Please refer to Section 2.3, Information Meeting, of the RFP. The City does not records information, notes, audio or video, details, or summarize any aspect of the Information Meeting.**

All Addenda will become part of the Contract Documents.

- END OF ADDENDUM -