Request for Proposals

for
IT Support Services

Addendum to RFP Document
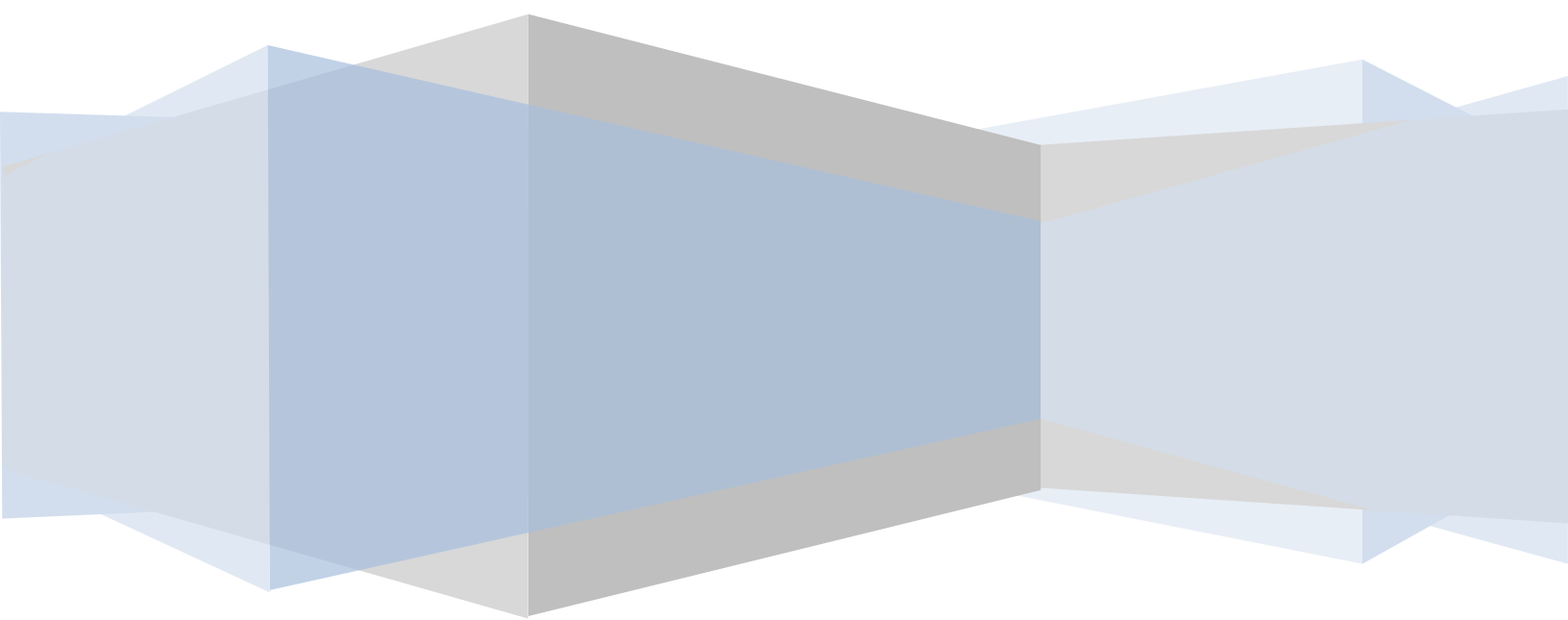
BEDC – RFP 2021/01   **September 20, 2021**

IT Support Services for BEDC

Questions Received

Q. What is the model of the physical server in the office?

A. The model is an HP DL160 Gen9.

Q. When was the server purchased?

A. It was purchased December 2018.

Q. Do you maintain hardware support for the server?

A. The hardware was under warranty support.

Q. Could you supply a list of the virtual servers (if any) or services running on the server?

A. The is a file server and a remote desktop server.

Q. How are backups completed?

A. Backups are completed onsite and in the cloud.

Q. What is the version of software used to perform the backups?

A. Retrospect Virtual and Microsoft Azure cloud backup are used to perform the backups.

Q. Are backups stored offsite?

A. Yes, backups are stored in the cloud.

Q. What applications are BEDC currently using?

A. We are using the following applications:
- Quickbooks Premier Edition (Desktop)
- Asana
- Microsoft 365 Standard

- Microsoft 365 Enterprise
- LoanPro (coming)
- BambooHR (coming)
- Microsoft Business Central (not in use yet)
- Zoom
- Gotomeeting, Gotowebinar
- MS Teams
- Constant Contact
- Survey Monkey
- Adobe Acrobat Pro
- Adobe Acrobat Pro DC
- ArcGis
- MS Office 365 Project
- Fortinet FortiGate, FortiCare plus, FortiGuard Bundle
- FortiClient VPN
- FortiToken Mobile
- Retrospect Virtual
- Bitdefender Gravity Zone
- Comelit
- Google Drive
- One Drive
- Skype

Q. What databases are you licensed for? Ex. MS SQL 2014

A. The Business Register uses a Linux platform with Apache web server, PHP, MySQL hosted in Fortknox Cloud platform. We also use ArcGIS for geographic data layers.

Q. Are the applications currently under support with the vendors?

A. Most of the applications are supported by the vendor however, Business Central is under support with a 3rd party vendor.

Q. Are the applications currently at the latest release? Do they require any updates?

A. Yes, they are.

Q. What email platform are you currently using?

A. We are using Microsoft Outlook for our email platform.

Q. Is there a current list of PCs with installation date?

A. There is a partial list. Bidders should factor this into their service as it will be a requirement for the successful vendor.

Q. Are all PCs currently on Windows 10 Pro?

A. Yes, all PCs are currently operating on Windows 10.

Q. What is the current remote access solution used by BEDC?

A. The current remote access solutions we are using are as follows:
- Fortinet SSL VPN
- SharePoint
- Remote Desktop Connections
- AnyDesk

Q. What version of Microsoft Office do you currently use?

A. Microsoft Office 365.

Q. Do you have any subscriptions for Adobe or other PDF platforms?

A. Yes, all full-time staff have a subscription to Adobe Pro.

Q. Do you currently use MS Teams?

A. Yes, not to its full potential. We are currently only using MS Teams for meeting purposes.

Q. Who is the current provider of internet services?

A. The current internet service providers are ONE Communications and Digicel.

Q. What bandwidth is currently in place?

A. We currently have Digicel providing 500Mbps and ONE providing 10Mbps.

Q. Who provides telephony services?

A. Oxygen currently provides service and support for our telephones.

Q. What phone system is currently in use by BEDC?

A. We are using Yealink with PSU and Cloud License /IPCortex.

Q. What network equipment is located at each site?

A. In the Hamilton location we are using Fortinet Fortigate, Fortinet Access Points, Alcatel-Lucent and Nortel switches. In the Somerset location we are using Alcatel-Lucent Switches and Ruckus Access Point.

Q. Is all of the network equipment currently under support with the vendor?

A. No.

Q. Does BDEC currently have any data residency requirements?

A. No.

Q. Do you leverage any cloud-based services today?

A. Yes, we use the following services:
- Applications – SaaS
- Disaster Recovery
- File Storage
- Big Data

Q. What documentation of the environment currently exists?

A. It can possibly be provided dependent upon the request and what is specifically asked for. Bidders should factor the upkeep of documentation regarding the IT environment into their services.

BEDC's Procedures for Contracting

Prior to engaging contractors and or suppliers to deliver goods or services BEDC adheres to the following:

Type of Quote	No. of Quotes Required	Amount
Telephone/ Verbal	1	$0 - $1,499
Verbal/ Written	2	$1,500 - $4,999
Written	3	$5,000 - $24,999
Tender	3	$25,000 - $99,999
Sealed Open Tender	3	$100,000 and above

Please note that for all contracts, the Office of the Tax Commissioner, the Department of Social Insurance, and the Accountant General's Department will be contacted for clearance and/or information regarding Government indebtedness before the contract is awarded. If debt exists, arrangements for repayment must be agreed and included in the contract before the contract is awarded.

Contracts below $35,000 can be approved by the Executive Director. Contracts totaling over $35,000 (including those with multiple payments) must be submitted to BEDC's Board of Directors for approval before acceptance. Hence the timeline for vendor selection could be affected based on the above.

BEDC