

## RFQ 2024-CS-02 QUESTIONS/ANSWERS

Updated June 24, 2024

As you are a not for profit, do you qualify for Microsoft Non-Profit pricing?

If yes, have you applied to the Microsoft Non-profit program?

LTC is already enrolled in Non-profit including unlimited E1 licenses and 10 premium. The main use to-date is exchange online and Teams.

Can you provide the storage size/number of documents hosted on the SharePoint 2013?

SharePoint 2013 is currently running as a single server install on a 500GB dedicated VM. It is not used for document management per se, but mostly for lists with custom form extension (<https://spform.com/>) and BoostSolutions lookup column to create relational lists. Volume of document storage is very small spread across 2 document libraries (~100 documents like PDFs), but list items exceed 10,000 items which serve critical business functions. Routine document management is performed using windows server File Share, not SharePoint at this time.

What is the make/Model of existing Switch and Firewall appliances?

HPE Office Connect 1820 Series Switch and D-LINK DSR 500AC

Are staff computers all running Windows 11, if not please list the versions of windows in use and the number of machines.

Bulk of computers running Windows 10 and about 5 on Win 11. All computers are Win 11 capable.

Can you please identify the custom applications on the WSUS server and the MSP's expected responsibility with the custom applications?

Custom apps will be handled by LTC staff. Python scripts running on timer job and R studio project.

Does your current ESET Endpoint protection include EDR (Endpoint Detection and Response) or MDR (Managed Detection and Response)?

Licensed product name is "ESET Endpoint Security + ESET Server Security"

Is any Cyber Security awareness training performed currently?

No formal cyber security awareness program exists.

Administration of Drinking Water Source Protection program

a. Can you please provide details of what's involved in the administration of this program?

Meeting expectations and legislative requirements under the Clean Water Act

b. Is there anything specific required from an IT perspective?

Nothing specifically unique about this program other than: Data retention (15 yrs); collaboration across 5 partner Conservation Authorities for which Lower Trent is the lead regional office.

LTC's Corporate Services Division a. Can you please confirm if this is in-house or external? i.e. are you providing your IT services internally or externally at this time?

Corporate Services including IT service delivery is provided internally at this time except for major upgrades to core IT infrastructure.

Operations Review 2023 a. Can you please confirm that you can provide all documentation provided as a result of this review?

IT Ops review documents are available upon request

Service Desk Expectations

a. Are your requirement that a service desk interface be available for your users to open/create tickets or simply put in a request that auto-generates a ticket?

LTC is open to recommendations

b. How much information do you require the end-user be able to provide when creating/generating a ticket? For example; i. Subject line ii. Body with 'story' of support required iii. Anything more?

LTC is open to recommendations

c. Do you require all communications to be done through the service desk rather than email?

No this is not a requirement

Training a. Can you provide a list of what would be job specific software?

LTC does not expect training to be provided on job specific software such as Adobe suite of tools, ArcGIS, Financial accounting or payment software. Training is expected to be provided for Corporate wide systems, such as M365, security, records management.

Cloud Solution/Migration from Local File Share

a. Do you have users requiring email only? i. If so, can you please provide that number?

No

b. Do you have users requiring just web Office applications? i. If so, can you please provide that number?

No

c. Do you have users requiring installed Office applications? i. If so, can you please provide that number?

All users are to have installed Office applications.

Server Host

a. It's noted that your current onsite host is near capacity at 4TB. i. Is it safe to assume there's no other data to migrate such as user desktops or hard drives?

All records are stored on the current onsite host. Local desktop data is deemed transitory

b. Assuming your users all require specific access to information at different levels, can you please provide how many data stores and permission levels would be needed?

LTC is open to recommendations for data storage architecture. Currently there are about 20 unique permission groups.

c. Can you please confirm that the servers described (DC/File server, VEEAM backup server, SharePoint server, miscellaneous server) are the VM's noted on the one host or are they other physical servers?

The 4 VMs are currently hosted on one physical host.

i. If physical servers, can you please provide details of the 4 VMWare virtual servers on the host and what they do/are?

n/a; VMs are Server 2012 (Upgrade Req'd)

d. For VEEAM, please provide details of the current product in use?

i. Which version(s) of VEEAM? ii. What support agreements are currently in place with VEEAM?

VEEAM Backup and Replication 9.5; Support license renewed annually

e. For the host, please provide details of the current VMWare product in use? i. Which version(s) of VMWare? ii. What support agreements are currently in place with VMWare?

ESXi65, support license renewed every 3 years. (Upgrade Req'd). ESXi is not internet facing.

f. SharePoint Configuration

i. Can you please provide more information regarding the 'custom lists' within SharePoint?

Refer to item "Can you provide the storage size/number of documents hosted on the SharePoint 2013?"

Backup/Recovery a. Monitor Backup/Create/Implement DRP for Digital Assets i. Can you please confirm if part of this would include the phone system mentioned on Page 2 regarding the LTC's Corporate Services?

Phone system is not currently digital and is due for upgrade. Upon upgrade the phone system should be incorporated into IT support contract.

ii. Can you provide a detailed list of the digital assets?

Detailed assets list is available upon request

b. For the existing NAS, can you please provide the age, maximum capacity, and current utilization?

Purchased 2018; QNAP NAS HOST unit is used as backup storage for VEEAM. Generally, about 3TB out of capacity 4.5TB.

Server Host and Storage Array: HP ProLiant DL360 Gen10 4TB entirely allocated to VMs.

Cybersecurity a. Is there a current intrusion prevention/monitoring system in place?

ESET Endpoint Security + ESET Server Security

b. Is there a current incident response plan in place?

No – LTC is open to recommendations

c. Is there a current mobile device management system in place?

No – LTC is open to recommendations

Documents – Management/Retention/Security Group Access a. Can you provide details on your Management Policy, Retention Schedule, and Security Group Access?

Information Management Policy Document is available upon request

What does LTC currently use for:

a. Office 365 Backup ?

No Backup of Office 365

b. Office 365 email security ?

All users are provided with Microsoft Defender for Office 365 (Plan 1)

c. Antivirus/Malware protection ?

ESET Endpoint Security + ESET Server Security

Are there subscription / contract end dates for any of the above ?

ESET renewed annually, M365 E1 licenses are provided perpetually to non-profits, Microsoft Defender Licenses renewed annually

What does LTC use as a firewall solution for it's two locations ?

Workshop simply has consumer router; Main office runs D-LINK DSR 500AC. Core infrastructure refresh is overdue based on recommendations from service provider.

Can LTC provide a detailed inventory list of all endpoint hardware (desktops, workstations, notebooks, and tablets) that will remain in use, specifying:

Brand/model and Serial Number (MIT does not support hardware without manufacturer warranty)

Current OS installed

This information is available upon request. Workstations are purchased with standard limited warranties (1-2 year).

LTCs GIS:

Can you confirm that your GIS is ESRI's ArcGIS ?

Yes

i. Can you provide us with your ESRI contact info for ArcGIS ?

ESRI licensing is managed as an Enterprise License Agreement negotiated and administered by our umbrella organization Conservation Ontario.

How many users of the 20 current access the GIS ?

About half

What DB is the GIS based on and is there additional licensing required to support ?

File Geodatabases; eventual migration to ArcGIS Server and associated infrastructure. Vendor is not expected to support GIS configuration but to support storage and networking infrastructure.

Can the GIS integrate with SharePoint 365 ?

Possibly

How much of the existing 4 TB is:

GIS data ?

50%

SharePoint data ?

10%

File Server data ?

30%

End user data ?

n/a

i. Is LTC using OneDrive to backup End User Data ?

Corporate Services does not officially support management of end-user data. All records are owned by LTC and to be stored within the primary Information Management system (currently the File Share).

LTC Information Management System:

Can you provide MIT with the framework for said system ?

Policy document is available on request

Is this being maintained in SharePoint and are you using folder redirection ?

SharePoint is not currently included in the IM Policy Document. It is specific to the folder structure, group access, and retention within the File Share.

Supportability: can you please clarify what are the expectations and SLA requirements? Is onsite are required and if so, what are the SLA expectations?

On-site is required for core infrastructure overhauls and disaster recovery. SLA may involve mostly remote maintenance and support. LTC is open to recommendations.

Do you currently employ local (in-house) IT Resources? If yes, will they remain in place?

Current IT & GIS specialist role may be redesigned with a more specific focus on geomatics, however this position along with the Finance & Information technician will remain in place as de facto IT resources.

Can you please clarify if your infrastructure assets corporate grade and under active vendor warranty?  
Ex. firewall, switch, server, etc.

Core infrastructure assets in the main office are corporate grade but most assets are due for overhaul and out of warranty.

Can you please provide the existing size of the GIS databases?

Roughly 2TB

Is there any particular reason why you are using E1 licensing? Are you open to a switch in tiers to save you money?

LTC is enrolled as a non-profit with Microsoft which includes E1 at no cost.

Can you please provide additional details on the SharePoint lists and applications you want to migrate?

Refer to item "Can you provide the storage size/number of documents hosted on the SharePoint 2013?"