City of Saint John

A D D E N D U M

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Make the following modifications to the above project. Include in the amount of the Proposal, any additions to or deductions from the cost of the work by reason of these instructions.

Sign and attach this Addendum to the Proposal documents and submit with your Proposal. Failure to do so may result in the rejection of your Proposal.

Please note that we are extending the closing of this Request for Proposal. The new closing date and time will be Wednesday, March 8th, 2023 at 4:00:00PM Atlantic Time.

3.1   Timetable
(1)   The RFP timetable is tentative only and may be changed by the City at any time.

Milestones	Dates
Issue Date of RFP	**Thursday, February 2nd, 2023**
Deadline for Questions	**Wednesday, February 22nd, 2023, at 4:00PM Atlantic Time**
Deadline for Issuing Addenda	**Monday, February 27th, 2023, at 4:00PM Atlantic Time**
Submission Deadline	**Wednesday, March 8th, 2023, at 4:00PM Atlantic Time**
Rectification Period	3 Business Days after Closing
Anticipated Award Date	**TBD**

Please find below a list of questions and answers.

Q1. Can the resources that we will propose for this bid work remotely for 100% of the duration of this project?

A1. The successful Proponent is expected to perform and report on a needs analysis and review of the current environment through interviews with the IT team, Department Heads, keys users and elected officials. In-person research has benefits that cannot be duplicated when working remotely, therefore the City expects some work will be done onsite.

SIGN AND RETURN THIS ADDENDUM WITH YOUR PROPOSAL

BY:_____   _____
Monic MacVicar, CCLP, CPPB   Contractor's Signature
Procurement Specialist, Supply Chain Management

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Q2. When would you expect the mandate to start?

A2. The timelines for submission have been extended by two weeks. The City plans to start the engagement in mid Q2.

Q3. On page 28 (Appendix D), you say "Each proponent is requested to provide three references from clients who have obtained services similar to those requested in this RFP (CRM software implementation for a municipal government) from the proponent in the last three years". We are unsure of this point, and we wanted more clarification on what you need as references.

A3. Please remove (CRM software implementation for a municipal government) from this sentence. The request should read as follow… "Each proponent is requested to provide three references from clients who have obtained services similar to those requested in this RFP in the last three years".

Q4. Could we deliver the project with subcontractors?

A4. Proponents are not prevented from using subcontractors; however, it must be clear in the response what company is responsible for what work. Proponents should consider the effect of using subcontractors on the evaluation criteria.

Q5. How do you foresee the billing, will it be "time and materials", or will it be a fixed bid?

A5. Proponents are expected to submit a cost based on the requirements to complete the scope of work outlined in the APPENDIX E – RFP PARTICULARS. The Financial Proposal should be submitted as a fixed price excluding HST. Billing to the City will be through Accounts Payable in the form of an invoice, with the purchase order number referenced, for costs associated with percentage of work complete. Invoices will be reviewed with the successful Proponent prior to processing the payment to confirm project status and that the percent billed reflects the work completed.

Q6. Can companies from Outside Canada respond to this RFP? (I.e. – companies from India or USA)

A6. Proponents are not discouraged from responding based on geographical location.

Q7. Will the successful proponent be required to come on-site for meetings?

A7. The City expects a hybrid approach. A hybrid approach minimizes costs while also allowing some stakeholder sessions to occur on-site. In-person interaction increases the quality of dialog and is best when discussing sensitive information, such as security, roles and responsibilities and change. Virtual work must be completed securely to protect the City's network and data.

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Q8. Can we submit the proposals via email?

A8. Proponents must follow submission instructions as per section "3.2 SUBMISSION INSTRUCTIONS" on page 6 of the RFP document. Proposals are to be either hand delivered or couriered. Emailed proposals will be rejected.

Q9. Can the successful proponent perform the tasks (related to RFP) outside Canada? (I.e. - from India/USA)

A9. The City expects a hybrid approach to minimize costs; however, there may be benefit to stakeholder sessions being conducted on-site. Virtual work must be completed securely to protect the City's network and data.

Q10.Is the successful proponent expected to interview front-line departments (eg Utilities and Infrastructure etc.) and assess the City's application portfolio ? If so, could you list the departments, agencies, boards, commissions that will need to be interviewed?

A10.The City can provide inventory information for applications, network equipment and systems to the successful Proponent with a signed non-disclosure agreement (NDA). The IT service area manages 57 networked sites, 600 endpoints, approximately 450 mobile devices and more than 80 applications and systems.
Interviews will need to take place with managers, to gather the needs assessment information. The service areas, agencies, boards and commissions are on our website. The City provides IT support to all City departments, the Transit Commission and Police Commission.

Q11.There is an indication in the RFP that the successful vendor must be PCI compliant. Based on the scope of the RFP, please confirm if PCI compliance is a mandatory requirement?

A11.The City processes payments for citizens who use credit cards and must maintain PCI compliance. This certification is not a requirement for the successful Proponent; however, general knowledge and experience with PCI requirements would be necessary to complete the scope of work outlined in the RFP.

Q12.Is there a preferred start date and/or completion date for the initiative?

A12.The City wishes to begin mid-Q2 and complete the contract no later than Q3.

Q13.Has a budget been established for the initiative?

A13.This information will be given to the successful Proponent. Proposals should include costs as per Appendix C.

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Q14.What internal and external stakeholders/groups are expected to be engaged in support of this initiative?

A14.Interviews will need to take place with managers, to gather the needs assessment information. The service areas, agencies, boards, and commissions are on our website. The City provides IT support to all City departments, the Transit Commission and Police Commission.

Q15.In reference to infrastructure security, is the City seeking recommendations of cybersecurity controls for infrastructure assets, or are you seeking recommendations for physical controls for the locations where infrastructure assets are physically installed?

A15. The City is interested in reviewing the current cybersecurity strategy and determining what next steps to invest in.

Q16.For Vulnerability assessment and Pen test, how many IPs are in scope, both ranges of IPs, and aggregate number of live hosts?

A16. Vulnerability scans and penetration testing are out of scope for this contract. Results of recent scans and penetration testing will be provided to the successful Proponent with a signed non-disclosure agreement (NDA).

Q17.How many IPs are external to the FW (exposed to the Internet) and how many are behind the FW (internal IPs)?

A17.This information will be given to the successful Proponent with a signed non-disclosure agreement (NDA).

Q18.Are there web applications to be assessed, if so, how many?

A18.An inventory of applications will be given to the successful Proponent, the City maintain approximately 80 applications and systems.

Q19.Is an assessment of any wireless networks in scope? If so, how many physical locations and SSIDs are in scope?

A19.A strategy on wireless network is in scope. There are twenty (20) sites with WiFi, with plans to deploy more as requested, up to approximately 30 sites. The City maintains seventy-five (75) access points, and four (4) SSID. The City does not provide WiFi for the public. The maximum number of connected devices will be approximately fifteen hundred (1500).

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Q20. Is an assessment of security policies and processes in scope? If so, approximately how many docs and aggregate pages are there? Would the City like an assessment against a particular standard, and would the City like a review of standards and frameworks for future adoption be part of the scope?

A20. An assessment of security policies and processes is in scope. The successful Proponent will be given access to policies and opportunity to consult with the Network Manager. The goal is to complete a gap assessment on policies to document developed. The City is considering adoption of ITIL as the management framework and ITSM for operations and service delivery. Security standards would include ISO27001 and NIST 800-53.

Q21. Would be City like part of that security assessment and security roadmap to focus on a Security Management Program (i.e. the Policies, Procedures and practices for managing the program, in addition to the more tactical security controls such as MFA, encryption, etc.?

A21. The City is expecting recommendations to address any gaps found in any of the review areas; security; including policies, roles and responsibilities, technical gaps, future needs, and other components lists in Appendix E.   The Proponent should state what standards the recommendations are based on and can include recommendations for alternate security management frameworks and controls if appropriate.

Q22. Would the City like a Social Engineering assessment, and if so, how many users should be included?

A22. A social engineering assessment is out of scope for this engagement.

Q23. Can the City confirm whether it requires the corporate seal of the bidder to be applied to the Submission Form?

A23. A corporate seal is not required on the Submission Form.

Q24. Given the broad scope of engagement, and the indication that the information in the RFP is only an estimate, would Saint John be amenable to a time and material engagement for discovery and a fixed price submission (capped within a % of the fixed price estimate included in the bid submission)?

A24. Please refer to the answer for question #5.

Q25. Would it be possible to obtain a list of registered bidders?

A25. Registration by proponents was not mandatory. I have a proponents list however not everyone on the list will submit an RFP.

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Monic MacVicar

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Q26.We understand the skills, experience, and efforts required from a single firm to fulfill the broad scope of services stated within the RFP. Has any external funding support (e.g. Province of New Brunswick) been committed/provided to Saint John?

A26.No

Q27.Can the city specify the level of expected detail requested within the deliverables?

A27.We feel there is adequate information provided in section E – RFP Particulars for proponents to provide a response.

Q28.Can the city indicate the expected level of availability from their personnel during the term of the engagement?

A28. The successful Proponent will collaborate with an internal contact to develop an effective process e.g. pre-meeting survey, and scheduling, for required data gathering. There is good availability for IT employees. Other stakeholders will be best effort, as scheduling changes may be required if there are emergent issues.

Q29. Understanding that the City manages the IT Infrastructure for the Saint John Police, is their environment to be within scope of this RFP? Policing infrastructure typically comes with its own set of certifications and requirements often relating to security clearance of the personnel involved in the work being completed. Can you provide these requirements, if any?

A29. Yes, the Police Force is in scope. The successful proponent will be requested to sign a non-disclosure agreement. A background check or security clearance is not a requirement for this contract.

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CONFIRMATION - RECEIPT OF ADDENDUM

Upon receipt of this document, fax this page to (506) 658-4742 to confirm receipt of this addendum.

CONSULTANT'S NAME: _____

ADDRESS:_____

_____

PHONE: _____   FAX: _____

RECEIVER NAME (PRINT) _____

RECEIVER SIGNATURE: _____