



## Addendum # 1, issued Jan 31, 2025

Ref: RFP PCSP-PW-2025-01

Information Technology Services

**Owner: Town of Portugal Cove-St. Philips**

**Project Name: PCSP-PW-2025-01, Information Technology Services**

**ITT Date Issued: January 24, 2025**

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1. This Amendment shall form an integral part of the specification to be read in conjunction therewith. This Amendment shall take precedence over all forms of the aforementioned specification with which it may prove to be at variance or may otherwise be qualified in writing by authorized personnel.

2. The General Conditions and all documents issued with this specification shall apply to govern all phases of the work covered by this Amendment.

3. The purpose of this Amendment is to inform bidders of clarifications to the contract documents.

### To advise Contractors of the following clarifications:

1. What IT services are currently outsourced vs. handled in-house? **All major, minor printing or software renewals done in house.**
2. Are there existing IT policies, standard operating procedures, or disaster recovery plans that we need to follow? **That will be reviewed with the successful proponent and updated as required.**
3. How many Town employees require IT support, and are there seasonal fluctuations in demand? **There would be about 25, the seasonal don't require IT services.**
4. What type of internet connections are in place at each Town facility (fiber, DSL, wireless, etc.)? **Mostly DSL at all locations where available, wireless at Town Hall and Recreation center.**
5. How many networked sites/buildings require IT services? **2 Waste Water Treatment Plants/ 2 fire halls/ Town Hall / connectivity at 2 park huts, recreation center, Town Depot.**
6. What firewall, VPN, and security appliances are currently in use (e.g., SonicWall, Cisco, Fortinet)? **Sonic wall.**
7. How many servers are currently in operation, and what are their roles (e.g., file server, database, domain controller)? **One server mostly file server, just transitioned email to Microsoft 365, so new server is needed for review, off site back up through the cloud, Town suite also moved to the Cloud.**
8. What operating systems are in use (Windows Server versions, Linux distributions, etc.)? **windows based, desktop mostly office suite, town suite, Esri software for GIS, AutoCAD, and adobe suite, fire hall specialty software controlled by fire hall and the new phone system is VOIP through Alt Telecom.**

