



**City of
Richmond**

Business and Financial Services Department
Finance Division
Telephone: 604-276-4218
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March 5, 2012

Attention: To All Proponents

Re: Request for Proposal 4644P IT Consultant for Faster, Altiris & Amanada - Addendum No. 1

This Addendum includes items of clarification; forms part of the Contract Documents and shall be read, interpreted and coordinated with all other parts. Please review and consider the following information in the preparation of your proposal

Q1. Does the Altiris system have a trainer/development environment or any other non-production databases or servers that can be used by these projects to avoid unnecessary impacts on the City's production environment?

A1. We have one production environment.

Q2. Does the City plan to configure and implement these applications on a virtualized server environment or will the applications run on a physical environment?

A2. We are planning to configure and implement on a virtualized server environment.

Q3. Have public consultations been completed for the implementation of the Amanda product? If not, will they be required?

A3. Public consultation is out of scope for this RFP.

Q4. Is Amanda replacing an existing product? If so, what is the current product and is there a data migration requirement?

A4. No, Amanda is not replacing an existing product.

Q5. Does the City's Service Catalogue require updating as a result of implementing these applications?

A5. Not applicable. This is out of scope for this RFP.

Q6. Based on the implementation of Altiris, can we assume that the City follows /is looking to implement ITIL (or equivalent) methodology and best practices for their Service Desk?

A6. Yes.

Q7. Do you have in house resources available to assist the Project Manager to meet your goals with experience in Tempest, Amanda, Altiris and Fast?

A7. We have limited in house resources that will be able to assist the PM.

Q8. In section 11.2, you refer to Tempest system implementation and upgrade experience. Were you asking for experience with general systems implementation and upgrades or do you require specific Tempest experience?

A8. The City requires just general system implementation and upgrade experience for Tempest.

Proponents must sign and include this Addendum with their submission.

Signature, Name and Title

Yours truly,



Sumita Dosanjh, SCMP
Buyer II – Contracting Specialist