



City of Richmond

July 25, 2012
File: 4693Q

Finance and Corporate Services Department
Finance Division
Telephone: 604-276-4218
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Attention: To All Bidders

Dear Sirs:

Re: Request for Quotation 4693Q – Altiris Client Management System Upgrade to Version 7.1 - Addendum One

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 Quotations:

Questions and Answers:

Q.1 How many remote sites do you have?

A.1 *37 sites.*

Q.2 How big are these sites?

A.2 *2 large sites: CityHall - 500 PCs, Worksydard - 200 PCs
35 satellite sites: 2 - 20 PCs at each location*

Q.3 Do you currently use site servers at these locations?

A.3 *No*

Q.4 What is (the) connectivity between remote sites?

A.4 *Mostly fibre connections or 100mb connection*

Q.5 Does CMS integrate into any help desk solutions and if so which solution do you have?

A.5 *No*

Q.6 Does CMS integrate with any asset management solution and if so which solution do you use?

A.6 *No*

Q.7 How many DS jobs do you currently have?

A.7 *48*

Q.8 How many scripts do you currently use?

A.8 *36*

Q.9 How many desktop/laptop OS images do you have?

A.9 40

Q.10 Do you use any software virtualisation at the desktop/laptop level?

A.10 No

Q.11 Do you use any encryption?

A.11 NA

Q.12 How many people would you like to send for full system admin training?

A.12 2

Q.13 How many people would you like to provide enablement for system usage?

A.13 3

Q.14 Will you provide your own project manager for the entire engagement?

A.14 Yes

Q.15 Will you be responsible for building 7.1 test environment (from the RFP it seems that this is already in place)?

A.15 *We have setup a basic test environment that would require the vendor to validate and refine the environment*

Yours truly,



Kerry Lynne Gillis

Buyer 2

KG:kg

pc: Bill Whyman, Supervisor - Micro Computer Operations
Paul Sung - Manager, IT Office Systems & Operations
Glenn Baliong - Micro Applications Specialist 2