



DEPARTMENT OF FINANCE

PROCUREMENT SERVICES

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ADDENDUM # 2

For RFP # 5173

TO: All Bidders

FROM: Procurement Services

DATE: 21-December-2018

SUBJECT: Questions and Answers #2

Implementation Questions

Q1: SolarWinds WHD is licensed by “seats” and the RFP states how the current (soon to be retired) system is licensed, but I don’t see where the exact license requirements for SolarWinds WHD are defined. Does ITSS know exactly how many seats they would like to purchase or is ITSS looking to the proponent to determine the appropriate number of seat licenses?

A1: Government of PEI currently has approximately 450 analyst that would be using the SolarWinds WHD

Q2: Will SolarWinds WHD authenticate through Active Directory/LDAP or internally

A2: Government of PEI would like to have the functionality of Active Directory/LDAP authentication for future use.

Q3: Does ITSS have a list of all potential users/clients calling-in for support? And if so would they be in Active Directory so they could be imported in SolarWinds WHD?

A3: Working with the selected proponent Government of PEI will supply all information to be imported in a supported format including client information.

Q4: Does ITSS have lists of assets to be imported into SolarWinds WHD? If not where will this data come from?

A4: Outside of the client information there will be other information that will be required to be exported from the current application over to SolarWinds WHD including Locations, Groups Configuration Items. The information and format will depend on the flexibility of SolarWinds WHD.

Q5: SolarWinds WHD can use several different Database Types, such as MySQL, Postgres, MS SQL. Is the intent to use MS SQL so that SolarWinds WHD is as close to the SolarWinds Orion deployment as possible?

A5: Government of PEI will rely on the selected proponent to provide the Database type that would work best with our environment.

Support Service Questions

Q6: Has ITSS defined expected SLAs for services?

A6: Government of PEI has provided expectations around SLA within Attachment C – Additional Information Requirements. Please reference section 1.06.

Q7: Will contact from ITSS be from designated POCs (Points of Contact).

A7: During implementation there will be a Project Manager and team that will be designated from the Government of PEI. Moving into to support there will be a Manager and Supervisor looking after the contract with the selected proponent.

Q8: One the initial workflows are setup and the project moves into the support phase it is expected that the proponent create additional workflows if require or just support existing workflows?

A8: Government of PEI will have exceptions that the selected proponent would assess in the creation or tweaking of new or current workflow while Government of PEI builds it knowledge and training.

Q9: During the support phase will there be any internal ITSS administrators making changes to the system without coordination of the Proponent? Such as created workflows?

A9: During the support phase Government of PEI will be coordinating with the selected proponent.

Q10: For general administration such as creating user accounts will this be performed by ITSS administrators or by the proponent?

A10: Once trained this will be completed by Government of PEI with the expectations of support if we run into issues.

Q11: Will Proponent be expected to maintain/administer the database or will this be performed by ITSS database admins?

A11: The selected proponent will be expected to assist in the maintenance and administration of the database.

Q12: After initial deployment and integration does ITSS expect future integration needs will be part of on-going support

A12: Government of PEI would expect that future integration be agreed upon by both parties as would be outlined in the contract.

END OF ADDENDUM.

Please return this sheet with your formal bid proposal.