

ADDENDUM NO. 1

RFP 2026-3 IT MANAGED SERVICES

Town of Kingsbury

Date Issued: May 21, 2026

This Addendum is issued to clarify information requested by prospective vendors. All proposers shall acknowledge receipt of this Addendum in their proposal submission.

Question 1: How many user email accounts do you have/need?

Response:

The Town currently maintains approximately 15 Microsoft 365 email user accounts. The Town currently pays Microsoft 365 licensing fees annually under its existing Microsoft environment. Proposers should exclude Microsoft 365 licensing costs unless specifically identified as optional or alternative pricing.

The Town expects the selected vendor to support and administer the existing Microsoft 365 tenant and licensing environment. Vendors should identify any assumptions related to license management or transfer requirements.

Question 2: What needs to be backed up? M365 accounts/desktops/server? We can only perform recovery testing to devices which are backed up.

Response:

The Town currently utilizes Microsoft 365 cloud services and approximately 11 workstations. The Town does not currently maintain an onsite server environment.

The Town's existing environment currently includes:

- Microsoft 365 cloud backup services with long-term/infinite retention for Microsoft 365 data, including email and OneDrive
- Endpoint/workstation backup protection for two (2) workstations currently identified as TOK-PC2 and TOK-PC5

Proposers should clearly identify:

- What systems and data are included in their proposed backup solution
- Whether workstation backup coverage is proposed for all workstations or only designated devices
- Backup retention periods
- Recovery testing methodology and frequency
- Any exclusions, assumptions, or limitations related to backup or recovery services

The Town welcomes vendor recommendations regarding best practices for backup coverage and disaster recovery improvements. All other terms and conditions of the RFP remain unchanged.