



**THE CORPORATION OF THE TOWNSHIP OF MUSKOKA LAKES  
REQUEST FOR PROPOSAL**

**IT Managed Services Provider  
RFP #2021-35**

**Issue Date:** November 10, 2021

**Closing Date:** No later than 1:00PM EDT on November 26, 2021

Submissions received after this date will not be accepted

The lowest or any bid not necessarily accepted



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**Attention:** Mark Donaldson, CPA, CMA  
Director of Financial Services  
Township of Muskoka Lakes  
1 Bailey Street  
Port Carling, ON P0B 1J0  
T. 705-765-3156, ext. 210  
E. [mdonaldson@muskokalakes.ca](mailto:mdonaldson@muskokalakes.ca)

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Copies of the RFP document are available on the Township website under “Notices and Press Releases” and on [www.Biddingo.com](http://www.Biddingo.com)



## Table of Contents

1.	INVITATION / SCOPE OF WORK .....	5
2.	COMMUNITY OVERVIEW .....	5
3.	ENVIRONMENT.....	6
4.	MANAGED SERVICES SCOPE AND REQUIREMENTS.....	6
5.	PROFESSIONAL SERVICES .....	7
6.	PERFORMANCE AND REPORTING .....	8
7.	TRANSITION.....	8
8.	RESOURCES .....	8
9.	TIMING OF THE PROJECT.....	8
10.	FORM OF PROPOSAL.....	8
11.	PROPOSAL SUBMISSION FORMAT .....	9
12.	QUESTIONS AND INQUIRIES .....	10
13.	EXAMINATION OF REQUEST FOR PROPOSAL DOCUMENTS .....	10
14.	ERRORS AND OMISSIONS .....	11
15.	RESPONDENT EXPENSES .....	11
16.	ADDENDA.....	11
17.	PROPOSAL CLOSING.....	11
18.	LATE SUBMISSIONS.....	11
19.	PROPOSAL WITHDRAWAL.....	11
20.	PROPOSAL OPENING.....	12
21.	ACCEPTANCE OR REJECTION OF PROPOSAL .....	12
22.	PROPOSAL EVALUATION CRITERIA .....	13
23.	VERIFICATION OF INFORMATION .....	14
24.	PROCESS.....	14
25.	OWNERSHIP .....	14
26.	PROPOSAL AWARD PROCEDURES .....	14
27.	AWARD .....	15
28.	SUB-CONSULTANTS.....	15
29.	ASSIGNMENT OF CONTRACT .....	15
30.	REQUIREMENTS AT TIME OF EXECUTION .....	15
31.	INDEMNIFICATION .....	15
32.	CONFLICT OF INTEREST.....	16
33.	REGULATION COMPLIANCE AND LEGISLATION .....	16
34.	CANCELLATION .....	16
35.	GOVERNING LAWS.....	16
36.	FREEDOM OF INFORMATION.....	16
37.	HEALTH AND SAFETY.....	17
38.	WORKPLACE SAFETY AND INSURANCE BOARD .....	17
39.	INSURANCE .....	17
40.	REGULATION COMPLIANCE AND LEGISLATION .....	18
41.	COMPLIANCE WITH THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 .....	18
42.	LAWS, NOTICES, PERMITS & FEES.....	19
43.	HARMONIZED SALES TAX (HST) .....	19
44.	LIMITED LIABILITIES .....	19
45.	PERFORMANCE .....	19
46.	EXTRA WORK.....	19
47.	PATENT, COPYRIGHT, OR OTHER PROPRIETARY RIGHTS .....	19
48.	CONFIDENTIALITY UNDERSTANDING.....	19
49.	SOLICITATION.....	20
50.	PUBLICITY.....	20



51. CONTACT..... 20

APPENDIX “A” ..... 21

APPENDIX “B” ..... 22

## **1. INVITATION / SCOPE OF WORK**

The Township of Muskoka Lakes is soliciting the services of a qualified provider of IT managed services.

1.1. At the end of 2021, the Township's agreement with its existing managed services provider comes to an end. As such the Township wishes to receive proposals for its next services agreement that would cover a 3-year term for services that will broadly include:

- Transition services to the new provider,
- Ongoing Tier 1-3 help desk to end users relating to Township systems, hardware, services, software, etc.
- Manage user account creation, deletion, configuration and associated security
- Provide ongoing system administration for Township servers, applications, systems, firewalls, network and Internet connections
- Manage Cybersecurity through firewalls, access controls, etc.
- Function as the Township's infrastructure management team to provide consultation and recommendations on required upgrades and projects.

1.2. Full details of the scope of services are contained in section 4 of this RFP.

## **2. COMMUNITY OVERVIEW**

The Township of Muskoka Lakes is located in the heart of the District of Muskoka, situated at the southern tip of the Canadian Shield. About two million years ago, this section of the Shield was covered by a series of glaciers, which left behind the numerous lakes that define the municipality today. The Township encompasses a large geographic area around Lakes Muskoka, Rosseau and Joseph. Within the approximately 780 square kilometers in the Township's jurisdiction, lie over 80 lakes and rivers, numerous wetland complexes, bedrock outcrops, islands, all set amongst a mix of vegetation types and natural heritage areas. The natural beauty of the shorelines and the abundance of wildlife make Muskoka Lakes a world renowned and preeminent tourism and recreational living destination.

The Township's population consists of approximately 6,600 permanent residents (2016 Census) and over 27,000 seasonal residents. While the permanent residency is predominantly located in six un-serviced communities, two serviced urban centres, and the rural area, the seasonal residents reside primarily in the waterfront area. With the majority of the more highly assessed properties located in the waterfront area, at over \$10 billion in assessed property value (Municipal Property Assessment Corporation 2020), Muskoka Lakes has the largest assessment base in the District of Muskoka.

### **3. ENVIRONMENT**

The Township of Muskoka Lakes has multiple locations for which IT services are required. Aside from the primary location of the Township's office in Port Carling, Ontario, the Township operates 10 fire stations, 14 community centres, 3 public works garage facilities, and 2 arenas. Of these, Internet services are available at most locations; however, reliable broadband service within the Township is a challenge.

The Township office location operates both wired and wireless networks. The primary computer room is located the Township Hall in Port Carling. The room houses 3 physical Cisco servers, which are virtualized using MS Hyper-V 3.0.

Notable software applications hosted on these virtual servers include:

- Exchange email
- Microsoft Office Enterprise
- Vadim iCity Financial enterprise
- ESRI /CityWorks
- Firepro (Fire)
- Marmak/LISA (Building)
- MapInfo (Planning)
- Laserfiche
- Stone Orchard (Cemetery)
- Winfuel

There are approximately 100 end users and staff at the Township who user a variety of desktop, laptop and mobile devices. A recent hardware inventory is contained within Appendix B.

### **4. MANAGED SERVICES SCOPE AND REQUIREMENTS**

The Township has an agreement with a managed service provider that comes to an end on 31<sup>st</sup> December 2021. Through this RFP, the Township wishes to establish its next agreement that will cover the services described below. The Township is open to hear from vendors if there are items not included here that they commonly include in their managed services agreement.

- 4.1. **Helpdesk:** Live phone, online and email accessible support desk. Ability to conduct on-site and remote support of users and systems. Ticketing system that allows staff may submit and review outstanding ticket progress. Industry accepted service standards and reporting to confirm that the Township's support needs are being met. Available at a minimum between 8am and 5pm, Monday to Friday. Support available to users whether working in a Township office or from home.
- 4.2. **Client Services:** Set-up, configure, maintain, manage and support Windows devices. Set-up and configure Windows devices for new Township staff as needed, including software required for the specific role. Configuration and management of access control to Township services including applications, devices, files and printers. Applying patches and updates to keep systems and software up to date and secure from known vulnerabilities. Replace or repair failed client hardware. Installation and maintenance of printers, network copiers/scanners. Maintain an up-to-date inventory of Township client devices.
- 4.3. **Network and connectivity:** Installation and configuration of new or replacement network components as required. Management and monitoring of network and connectivity. Address and resolve network and connectivity issues including Internet service connectivity with the Township's ISPs. Notify designated Township personnel in the event of failure of network components. Conduct maintenance including regular analysis, routine configuration changes

and installation of patches and upgrades. Configure and maintain Township systems to enable remote access in a secure manner and provide remote access administration as requested by designated Township personnel. Maintain network documentation and procedures.

- 4.4. **Server Services:** Initial installation and ongoing maintenance and support of server operations. Creation of additional virtual servers as required. Periodic service monitoring and availability checks for business-critical services including DNS, DHCP, SQL Server, Exchange, IIS, etc. Deployment of critical operating system and software patches including service packs. Scheduling and performing system software/firmware maintenance and upgrades according to best practices. Off-site server backup, backup monitoring, restoration of files, disaster recovery and periodic testing of backup and recovery procedures. General Windows Server administration, maintenance and monitoring to ensure ongoing capacity and performance. Implementation of IT policies such as password expiry, file access, email retention etc. Management and optimization of server licenses (e.g., Microsoft Server, SQL, etc.). Coordinate with third party software providers that need to undertake maintenance on software operated by the Township. Conduct repair or replacement activities on failed hardware. Retain records of all work completed on the server and network environments.
- 4.5. **Security:** Manage anti-virus and security defenses for servers and endpoints. Manage firewall configurations. Monitor, detect, notify and respond to suspected system compromise. Virus, spyware, and malware detection, and removal for Township servers, laptops, desktops, and other devices. Manage e-mail filtering and spam removal. Maintenance of Active Directory for user logins and access rights. Set up new users and edit or remove existing users on the server/Active Directory, and other databases and applications as required. Provide controlled access to data storage repositories, administer user access shared directories across all departments as required. Utilize a subscription to a cybersecurity information service to keep users apprised of emerging threats and appropriate actions.

## 5. PROFESSIONAL SERVICES

In addition to the day-to-day IT managed services detailed in section 4 of this RFP, the Township will have periodic requirements to draw on professional services that the successful Respondent can provide.

- 5.1. **Annual budget review:** The service provider will meet annually with the Township's representative to discuss the required IT budget for the coming year. These meetings typically occur during September and October. Prior to the meeting, the service provider will prepare an outline of IT changes it feels are required in the coming year. These changes might include replacements, upgrades or net new functionality. An initial budget will be prepared during the transition phase that covers the full term of the contract.
- 5.2. **Project support services:** As the Town evolves its IT capabilities, it will seek the support of the service provider to assist with these projects. The service provider shall have the ability to supply both technical and project management resources to assist delivery these projects. The Township expects that the annual budget review will identify many if not all of these projects.
- 5.3. **Technical architecture:** Periodically, the service provider should offer advice on the systems and services the Township should be considering and make suggestions about the technology employed. This advice may relate to when to upgrade a particular system or suggestions on new capabilities the Township should investigate.
- 5.4. **Training:** The Township may enlist the assistance of the service provider to give training to users on specific technical matters. An example might be an annual cybersecurity awareness course.

## 6. PERFORMANCE AND REPORTING

The future agreement will define the service level expectations of the Township in a set of measurable performance indicators. They will include response times to incidents and availability of system at a minimum. Each quarter, the service provider will report to the Township:

- 6.1. Open and closed tickets, including response and resolution times by criticality
- 6.2. Activities performed by the service provider in the quarter, particularly changes to the IT environment
- 6.3. Incidents of a more serious nature, with associated root cause analysis and proposals for mitigating in the future
- 6.4. Overall capacity and performance of the systems for the quarter

For a given quarter, each instance that the agreed minimum service levels are not met, a penalty of 1% of monthly service desk support costs, up to a maximum of 25% of monthly service desk support costs will be refunded to the Township.

## 7. TRANSITION

The successful Respondent will develop and execute a transition plan to migrate the from the current agreement to the new agreement. The Township expects this will be planned and executed in a manner that does not interrupt the continuity of operations at the Township. The Township expects the transition will affect minimal changes to the technology it utilizes, but is open to suggestions from the service provider.

## 8. RESOURCES

The Township will provide access to all available pertinent information needed to complete the transition.

## 9. TIMING OF THE PROJECT

The following is the timeline for the project:

<u>Activity/Milestone</u>	<u>Associated Due Date</u>
Request for Proposal Issued	November 10, 2021
Proposal Closing	November 26, 2021
Shortlist Presentations	Week of December 6, 2021
Selection of Consultant	December 15, 2021
Agreement Initiation	January 1, 2021

## 10. FORM OF PROPOSAL

All Proposals must be submitted electronically in PDF format to [mdonaldson@muskokalakes.ca](mailto:mdonaldson@muskokalakes.ca).



## 11. PROPOSAL SUBMISSION FORMAT

### INSTRUCTIONS TO RESPONDENTS

Respondents are required to provide a written response regarding each of the following sections. This information shall be submitted with the balance of the required documents provided by the Respondent however, it is **essential** that the **document FORMAT** be contained as one distinct section and, that it **adheres directly to the same numbering, sequence and topics** as those listed following. This will enable the evaluation committee to perform a more effective review of submissions. Failure to do so may eliminate the Proposal from further consideration. The Respondent's proposal should be as concise as reasonably possible, and include, at a minimum, responses to each of the following items:

#### Section 1 Company Overview

Clearly identify the prime firm submitting the proposal and provide a profile of the size and scope of the firm. Identify any other firms that may be involved (sub-contracted) on your behalf and their legal/contractual relationship with the prime firm. Detail your history and expertise as it relates to the scope of work, where others are involved explain their complementary capabilities and how the relationship will operate on a day-to-day basis.

Clearly identify the Respondent's contact person for this RFP, with phone number and email address.

#### Section 2 Experience on Similar Projects

Respondents shall include at least three (3) References that outline previous situations where they have provided **Managed Services of a similar magnitude** preferably to municipalities. The agreements should be at least halfway through their terms and should not have ended more than three years ago. This shall include the client names, contact email, contact phone numbers and a description of the work that was completed. The Township reserves the right to contact these references, where appropriate. Each reference is not to exceed one 8.5"x11" page in length and one picture, a maximum one quarter the size of the page, is allowed.

In addition to the three references, outline the breadth and depth of you experience providing similar services.

#### Section 3 Client Relationship Manager, Project Manager & Key Personnel

Provide a resume of the person who would be a primary contact during the agreement, the Client Relationship Manager. Also provide the resume of the Project Manager who would lead the service transition. Finally, provide the resumes of key personnel who would support the Township during the transition and the period of the agreement. The resumes should indicate their experience, credentials and any notable achievements in the area of this work assignment. Evaluation of the staff will include an assessment of the firms overall ability to provide adequate resources to the agreement.

#### Section 4 Project Understanding and Workplan

Respondents are to confirm their understanding of the Scope of Work and clearly define how they would go about to achieve same, including noting the sequence and timing of all project phases. The Respondent should provide an overview of its approach, methodology and tools for meeting the Scope of Work, as well as the service standards the Respondent typically delivers.

More explicitly, the Respondent should detail how they plan to undertake transition, including how they will:

- Discovery and assess the technology the Township operates
- Determine the suitability
- Migrate services
- Complete any testing and acceptance

The transition plan should be accompanied with a schedule in the form of a Gant chart showing the start and end of each activity. The Respondent should highlight the support they require from both Township staff and the existing service provider.

#### Section 5 Financial

Provide a detailed accounting of the costs associated with providing the services listed in **Sections 4, 5, 6 and 7**. These costs are to be summarized as provided for on the Schedule of Fees and included in the Proposal submission.

The fees should show what the Township would pay for each of the services in a year. The Respondent should highlight for each service whether there are specific situation that would lead to the fees being higher in a particular year. Respondents should include a fixed cost proposal for transitioning services. Finally, for on-demand services – such as project management – the Respondent should include its proposed hourly rates.

Prices quoted in the proposal shall be all-inclusive. HST must be shown as a separate item. The Respondent should out-of-pocket expenses and disbursements that is would charge in-addition to the fees shown.

#### Appendices

Respondents are to include any additional information regarding their firm and/or services that could prove beneficial to the evaluation team in accessing their submission.

Respondents are required to include in their response, the Respondent's Declaration as shown in Appendix "A" to this RFP.

Respondents are required to include in their response if any Addenda to the RFP was received (if applicable)

## **12. QUESTIONS AND INQUIRIES**

Inquiries regarding this RFP are to be directed to Township of Muskoka Lakes, Director of Financial Services, Mark Donaldson, by e-mail to [mdonaldson@muskokalakes.ca](mailto:mdonaldson@muskokalakes.ca). Inquiries must not be directed to other Township employees (other than designate) or Elected Officials. **Directing inquiries elsewhere may result in your proposal submission being rejected.**

Questions of clarification will be answered until November 19, 2021, with response(s) being posted on the Township's website and on Bidding as an RFP Addendum.

Inquiries must be received no later than five (5) business days prior to the closing date of the RFP; otherwise, a response may not be provided.

## **13. EXAMINATION OF REQUEST FOR PROPOSAL DOCUMENTS**

Each Respondent must satisfy himself/herself by a personal study of the RFP documents, by calculations, and by personal inspection of the public information available from the Township. There will be no consideration of any claim, after submission of proposals, that there is a misunderstanding with respect to the conditions

imposed by this RFP.

Prices must include all incidental costs and the Respondent must be satisfied as to the full requirements of the RFP. No claims for extra work will be entertained and any additional works must be authorized in writing prior to commencement. Should the Respondent require more information or clarification on any point, it must be obtained prior to the submission of the RFP.

The RFP will be posted and available for download on the Township's website beginning November 10, 2021 and will remain available until closing on November 26, 2021. Notice of the RFP will also be posted on Biddingo.

#### **14. ERRORS AND OMISSIONS**

The Township shall not be held liable for any errors or omissions in any part of this RFP. While the Township has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in the RFP is supplied solely as a guideline for Respondents. The information is not guaranteed or warranted to be accurate by The Township, nor is it necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve the Respondents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

#### **15. RESPONDENT EXPENSES**

Any expenses incurred by the Respondent in the preparation of the Proposal submission are entirely the responsibility of the Respondent and will not be charged to the Township.

#### **16. ADDENDA**

16.1. If required, addenda will be posted on the Township's website [<https://www.muskokalakes.ca/en/town-hall/bids-and-tenders.aspx>] which is found under Bid Opportunities.

16.2. It is the Respondent's ultimate responsibility to ensure all addenda have been received.

16.3. Respondents shall be required to acknowledge receipt of addenda in their submission.

#### **17. PROPOSAL CLOSING**

Proposal submissions must be received electronically by November 26, 2021 at **1:00 p.m. EDT.**

#### **18. LATE SUBMISSIONS**

Proposals received after the official closing time will not be considered during the selection process and will be returned unopened to the respective Respondent.

#### **19. PROPOSAL WITHDRAWAL**

19.1. A Respondent who has already submitted a proposal may submit a further proposal at any time up to the official closing time. The last proposal received shall supersede and invalidate all proposals previously submitted by that Respondent.

19.2. A Respondent may withdraw their proposal at any time up to the official closing time by

notifying the Project Manager in the email provided. Such a submission must be received in sufficient time to be marked before 1:00 p.m. on the date for closing of proposals.

- 19.3. No Respondent may withdraw their proposal for a period of 60 days after the actual date of closing.

## **20. PROPOSAL OPENING**

Respondents are advised there will not be a public opening for this RFP. Submissions received, by the date and time of closing, will be opened administratively by respective members of the Township at a time subsequent to the closing.

## **21. ACCEPTANCE OR REJECTION OF PROPOSAL**

- 21.1. The acceptance of a proposal will be contingent upon, and not necessarily limited to, an acceptable record of ability, experience, and previous performance.
- 21.2. The Township reserves the right to reject any or all proposals and to waive formalities as the interests of the Township may require without stating reasons therefore.
- 21.3. No proposal shall be accepted from or awarded to any individual, partnership or corporation that is in current or pending litigation, or tax arrears, with the Township of Muskoka Lakes, or that may be deemed irresponsible or unreliable to the Township. Notwithstanding and without restricting the generality of the statement immediately above, the Township shall not be required to award and accept a proposal or recall the proposals at a later date:
- 21.1.1. When only one (1) proposal has been received as a result of the proposal call;
  - 21.1.2. Where the lowest responsive and responsible Respondent's proposal substantially exceeds the estimated cost of the goods or service;
  - 21.1.3. Where the proposal documents do not state a definite, or are based on an unreasonable delivery/work schedule;
  - 21.1.4. When all proposals received fail to comply with the specifications or proposal terms and conditions; or
  - 21.1.5. Where a change in the scope of work or specifications are required.
- 21.4. The Township shall not be responsible for any liabilities, costs, expenses, loss or damage incurred, sustained or suffered by any Respondent by reason of the acceptance or the non-acceptance by the Township of any proposal or by reason of any delay in the acceptance of a proposal except as provided in the proposal document.
- 21.5. Proposals received after the official closing time will not be considered during the selection process and will be returned unopened to the respective Respondent.
- 21.6. Each proposal shall be open for acceptance by the Township for a period of sixty (60) calendar days following the date of closing.

## 22. PROPOSAL EVALUATION CRITERIA

Proposals will be evaluated based on, but not limited to, the following:

Evaluation Criteria	*Weight Factor
<p>Company</p> <ul style="list-style-type: none"> <li>• Strength of the Respondent and evidence of its ability to deliver the service</li> <li>• Capacity to take on the Township's managed services</li> </ul>	5%
<p>Experience</p> <p>Demonstration of relevant successful experience, including:</p> <ul style="list-style-type: none"> <li>• Three references of a similar scope and scale</li> <li>• Experience working with municipalities</li> <li>• Evidence of client satisfaction and renewal</li> </ul>	15%
<p>Team</p> <p>Experience and qualifications of the staff presented as evidenced by:</p> <ul style="list-style-type: none"> <li>• Suitability of proposal resources</li> <li>• Years relevant experience on similar engagements</li> <li>• Level of staff certification</li> </ul>	25%
<p>Workplan</p> <p>Ability to successfully complete the services as evidenced by:</p> <ul style="list-style-type: none"> <li>• Clear understanding of the scope of service</li> <li>• Methodology and tools employed can meet the scope</li> <li>• Demonstrated understanding of transition and a timeline that meets the Township's needs</li> <li>• Service metrics</li> <li>• Value-add or additional that are meaningful to the Township</li> </ul>	20%
<p>Format</p> <ul style="list-style-type: none"> <li>• Adhered to the required format</li> <li>• Submission was completeness</li> <li>• Presentation was clear and unambiguous</li> </ul>	10%



<p>Fees</p> <p>Evidence of value for money:</p> <ul style="list-style-type: none"> <li>• Overall budget for work proposed</li> <li>• Hourly rates</li> <li>• Points awarded for the fixed portion of the “Proposed Fee” shall be in accordance with the following:</li> </ul> <p>The lowest fee proposed shall be awarded the full amount of points available for the fee portion of the evaluation (25). All higher fees proposed shall be awarded points, rounded to the closest full point for the fee portion of the evaluation by the following:</p> <p><math display="block">\frac{\text{Lowest Bid}}{\text{Proposed Bid}} \times (\text{maximum points for proposed Fee}) = \text{points}</math></p>	<p>25%</p>
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**23. VERIFICATION OF INFORMATION**

The Township shall have the right to:

- 23.1. Verify any Respondents statement or claim by whatever means the Township deems appropriate, including contacting persons in addition to those offered as references; and/ or;
- 23.2. Access the Respondent’s premises where any part of the work is to be carried out to confirm Proposal information quality of processes and to obtain assurance of viability; and/or
- 23.3. The Respondent shall co-operate in the verification of information and is deemed to consent to the Township verifying such information.

**24. PROCESS**

Proposals will be assessed on the basis of information provided by the Respondent at the time of submission as well as any additional information provided during subsequent discussions with the Respondent if required. The evaluation of Proposals will be conducted by an evaluation team comprised of staff members from the Township.

**25. OWNERSHIP**

The information, reports, documentation, plans, etc. that are a product of this award by the successful Respondent, will become the exclusive property of the Township.

**26. PROPOSAL AWARD PROCEDURES**

Unless stated otherwise the following procedures will apply:

- 26.1. The Township will notify the Successful Respondent of the award within thirty (30) calendar days of the Proposal Closing.
- 26.2. Notice of Acceptance of Proposal will be by written notice (electronically).

**27. AWARD**

It is the intention of the Township to award the contract arising from this RFP process to One (1) qualified Respondent. The Township will notify the participating Respondents electronically with respect to the selection of the recommended Respondent.

**28. SUB-CONSULTANTS**

No sub-consultants or collateral agreements (other than those identified in the Proposal submission) shall be permitted with respect to the work of this assignment, except with the Township's express written consent and, in advance of commencement of sub-consultant activities.

Failure to obtain this consent may result in cancellation of the contract with the successful Respondent.

**29. ASSIGNMENT OF CONTRACT**

The successful Respondent shall not assign, transfer, convey, sublet or otherwise dispose of this contract or their right, title or interest therein, or their power to execute such contract, to any other person, company or entity, without the previous consent, in writing, of the Township's officials, which consent shall not be unreasonably withheld.

**30. REQUIREMENTS AT TIME OF EXECUTION**

30.1. Subject to an award of the agreement, the Successful Respondent is required to submit upon request the following documentation in a form satisfactory to the Township for execution within fifteen (15) calendar days after being notified to do so in writing:

30.1.1. Insurance Documents;

30.1.2. Clearance Certificate from the Workplace Safety and Insurance Board;

30.1.3. Safety Policies and Procedures and related documentation.

30.2. If the Successful Respondent for any reason, defaults or fails in any matter or item referred to under "Requirements at Time of Execution", the Township reserves the right to accept any other proposal submission, advertise for new proposals or carry out the work in any way as the Township may, at its sole discretion, deem best.

30.3. Following receipt of the documents, the successful Respondent will enter into a Professional Services Agreement with the Township to proceed with the Work.

**31. INDEMNIFICATION**

The Successful Respondent, its officers, agents or employees and if applicable all sub- contractors shall at all times indemnify and save harmless the Township from and against any and all manner of claims, demands, losses, costs, charges, actions and other proceedings whatsoever made or brought against, suffered by, or imposed on the Township in respect of any loss, damage or injury to any person or property directly or indirectly arising out of, resulting from, or sustained, as a result of this Agreement, provision of services or any operations connected therewith caused by or resulting from the negligent or willful acts or omissions of the Successful Respondent, its officers, agents or employees or if applicable its sub-contractors.

**32. CONFLICT OF INTEREST**

Respondents must ensure that they are not in a position that may be perceived as a conflict of interest.

**33. REGULATION COMPLIANCE AND LEGISLATION**

The successful Respondent shall ensure all services and products provided in respect to this Proposal are in accordance with, and under authorization of all applicable authorities, Municipal, Provincial and/or Federal legislation.

**34. CANCELLATION**

34.1. The Township reserves the right to immediately terminate the Contract for sufficient cause, including but not limited to such items as non-performance, late deliveries, inferior quality, pricing problems, etc.

34.2. The Township may elect to terminate the Contract if the original terms and conditions are significantly changed, giving thirty (30) days written notice to the Contractor.

34.3. Either party may terminate the Contract by giving the other party sixty (60) days written notice, giving reasons acceptable to the other – subject to approval by both parties. A period of less than sixty (60) days to terminate the contract may be negotiable if mutually agreeable among the parties involved in the Contract.

**35. GOVERNING LAWS**

This RFP and subsequent contract/agreements will be interpreted and governed by the laws of the Province of Ontario.

**36. FREEDOM OF INFORMATION**

Any personal information required on the Proposal Form is received under the authority of The Corporation of the Township of Muskoka Lakes. This information will be an integral component of the quote submission.

All written Proposals received by the Township become a public record, once a Proposal is accepted by the Township, and a contract is signed, all information contained in them is available to the public, including personal information.

Questions about collection of personal information and the Municipal Freedom of Information and Protection of Privacy Act, 1989, R.S.O. 1990, Chapter M.56, as amended, should be directed to:

Clerk, Township of Muskoka Lakes Municipal Office,  
1 Bailey Street, Port Carling, ON P0B 1J0,  
Telephone (705) 765-3156

The Clerk has been designated by The Township of the Township of Muskoka Lakes to carry out the responsibilities of the Act.



**37. HEALTH AND SAFETY**

The Successful Respondent shall provide the Township, prior to commencement of work, with a written copy of the Health and Safety Policy for their firm along with Health and Safety procedure(s) relevant to the work to be performed where applicable. If the firm does not have written procedures relevant to the work, then the firm will be expected to abide by the Township's safety procedures in accordance with the Occupational Health and Safety Act (re: duties of employers).

**38. WORKPLACE SAFETY AND INSURANCE BOARD**

The Successful Respondent shall provide upon request the Township with a copy of the Workplace Safety and Insurance Board's Clearance Certificate (or Independent Operator Certificate, as applicable) indicating the Respondent's good standing with the Board at any time when requested by the Township.

**39. INSURANCE**

39.1. The Successful Respondent at their sole cost and expense shall insure its activities in connection with the work under this Agreement and obtain, keep in force, and maintain insurance as follows:

39.2. Comprehensive General Liability Insurance including but not limited to bodily injury including death, personal injury, property damage including loss of use thereof, broad form contractual liability, Townships and contractors' protective, products and completed operations and contain a cross liability, severability of insured clause in an amount of not less than two-million dollars (\$2,000,000.00) applying to all claims on a per occurrence basis. The policy shall include the Township as additionally insured in respect of all operations performed by or on behalf of the Successful Respondent.

39.3. Non-Owned Automobile Liability Insurance (SPF 6) in an amount of not less than \$2,000,000.

39.4. Professional Liability (Errors and Omissions) Insurance in the amount of two million dollars (\$2,000,000) per claim and five million dollars (\$5,000,000) in aggregate. Such insurance shall provide coverage for all errors and omissions made by the professional in the rendering of, or failure to render, professional services in connection with the work under this Agreement. Upon completion of the work under this Agreement, the policy shall remain in force for twelve (12) months. The insurance shall not have a retroactive date less than prior to the placement of this policy or coinciding with the effective date of this Agreement. If a retroactive date should apply to this policy, confirmation that the retroactive date is not in effect after the commencement of work under this Agreement must be included in the certificate of insurance.

39.5. Prior to commencement of any work associated with this Agreement and upon the placement, renewal, amendment, or extension of all or any part of the insurance, the Successful Respondent shall promptly provide the Township with confirmation of coverage and, if required, a certified true copy(s) of the policy(s) certified by an authorized representative of the insurer together with copies of any amending endorsements applicable to any work associated with this Agreement.

39.6. All policies shall be endorsed to provide 30 days advance notice to the Township of any modification, change, or cancellation.

39.7. All policies shall include a provision that the coverage will be primary and will not participate with nor be excess over any valid and collectible insurance or program of self- insurance

carried or maintained by the Township.

- 39.8. All policies shall be with insurers licensed to underwrite insurance in the Province of Ontario.
- 39.9. If the Successful Respondent fails to maintain insurance as required by the Agreement, the Township shall have the right at their sole discretion to: terminate the Agreement; provide the Successful Respondent with 2 business days to provide confirmation that coverage is in effect; or, provide and maintain such insurance and give evidence to the Successful Respondent and the Successful Respondent shall pay the cost thereof to the Township on demand or the Township may deduct the cost from the amount which is due to or may become due to the Successful Respondent.
- 39.10. All applicable deductibles under the above required insurance policies are at the sole expense of the Successful Respondent.
- 39.11. It is expected by the Township that the Certificate(s) of Insurance will provide confirmation that all insurance requirements as stated under Section 23 have been met.
- 39.12. If applicable and based upon the operations of any sub-contractor, Section 23 shall apply in the same manner to any sub-contractor as it would to the Successful Respondent. Further, it is the Successful Respondent's obligation to ensure that any sub-contractor is aware of these obligations. The Successful Respondent shall provide to the Township confirmation of the sub-contractor's insurance.

#### **40. REGULATION COMPLIANCE AND LEGISLATION**

- 40.1. All work provided must be in accordance with all laws and regulations pertaining to the work. The laws of the Province of Ontario shall govern this proposal and any subsequent agreement resulting from this proposal.
- 40.2. The Successful Respondent shall ensure all services and products provided in respect to this proposal are in accordance with, and under authorization of all applicable authorities, Municipal, Provincial and Federal legislation.

#### **41. COMPLIANCE WITH THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005**

The Successful Respondent will ensure that all its employees, agents, volunteers, or others for whom the Successful Respondent is legally responsible receive training regarding the provision of the goods and services contemplated herein to persons with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, as amended the ("Act").

The Successful Respondent will ensure that such training includes, without limitation, a review of the purposes of the Act and the requirements of the Regulation, as well as instruction regarding all matters set out in the Regulation.

The Successful Respondent will submit to the Township, as required from time to time, documentation describing its customer service training policies, practices and procedures, and a summary of its training program, together with a record of the dates on which training was provided and a list of the employees, agents volunteers or others who received such training. The Township reserves the right to require the Successful Respondent to amend its training policies to meet the requirements of the Act and the Regulation.

**42. LAWS, NOTICES, PERMITS & FEES**

The successful Respondent shall obtain the necessary permits, licenses and pay the required fees for the assignment, which are in force at the date of the Proposal Closing.

The successful Respondent shall provide the required notices upon request and comply with the laws, ordinances, rules, regulations, codes and orders of the authorities having jurisdiction, which are, or become, in force during the period for which services are performed in accordance with the schedule of work.

**43. HARMONIZED SALES TAX (HST)**

HST is applicable to the requirements of this Proposal and should be shown separately on the Schedule of Fees.

**44. LIMITED LIABILITIES**

The liability under this Proposal shall be limited to the actual goods/services ordered and provided.

**45. PERFORMANCE**

Any undue delays in the execution of the work and/or costs incurred by the Township due to inefficiencies in performance on behalf of the successful Respondent shall be deemed the responsibility of that Respondent and as such, any and all costs, as deemed appropriate and reasonable compensation for the Township, will be assessed to the Successful Respondent.

**46. EXTRA WORK**

No work shall be regarded as extra work, unless it is ordered in writing by the Township and with the agreed price for the same specified in said order, provided said price is not otherwise determined by the Proposal. A statement of the cost of extra work shall be made within thirty (30) calendar days after the completion of the said extra work.

**47. PATENT, COPYRIGHT, OR OTHER PROPRIETARY RIGHTS**

In accordance with Municipal Freedom of Information and Protection of Privacy Act, Respondents are reminded to clearly identify in their Proposal material, any specific scientific, technical, commercial, proprietary, intellectual or similar confidential information, the disclosure of which could cause them injury or damage.

Respondents are encouraged to place all such details and information within a separate section of their submission. Complete proposal details are not to be identified as confidential.

All works/reports created as a result of the process become the property of the Township of Muskoka Lakes.

**48. CONFIDENTIALITY UNDERSTANDING**

The successful Respondent and its employees may have access to information confidential to the Township. This information may include, but is not limited to, terms of this agreement, business methods and systems, contractual terms, pricing, personal information, etc. subject to disclosure by force of law, the successful Respondent agrees that it and its employees who have access to this information shall not either during the term of the agreement or at any time thereafter reveal to any third party any of this confidential information or use in any way, with or on the successful Respondents behalf or on behalf of any third party, any such information.

The parties acknowledge that unauthorized disclosure or use of confidential information could cause irreparable

harm and significant injury to the Township, and as such monetary damages may not be sufficient remedy for this breach. Accordingly, the parties agree that the Township will have the right to seek and obtain specific performance and/or injunction relief to enforce the obligations of this agreement in addition to any other rights and remedies it may have.

All records, files, materials, computer programs, data and any other materials belonging to the Township that may come into the possession or control of the successful Respondent shall at all times remain the property of the Township. Upon expiry, termination of this agreement for any reason and upon written request, the successful Respondent shall immediately delivery to the Township all such property of the Township remaining in its possession or control.

The obligations of this section survive the expiration or termination of this agreement indefinitely.

**49. SOLICITATION**

If any director, officer, employee, agent or other representative of a Respondent makes any representation or solicitation to any Mayor, Councillor, officer or employee of the Township with respect to the proposal, whether before or after the submission of the proposal, the Township shall be entitled to reject the proposal and/or terminate the assignment.

**50. PUBLICITY**

All publicity relating to this project is subject to the approval of the Township and no mention of the project in advertising or articles in any publication will be permitted unless authorized in advance, in writing by the Township. Publicity or advertising implying endorsement of a product by the Township will not be permitted.

**51. CONTACT**

The primary contact for this RFP is:

Mark Donaldson, Director of Financial Services  
Township of Muskoka Lakes  
Phone: (705) 765-3156 Ext. 210  
mdonaldson@muskokalakes.ca

All inquiries shall be directed to the primary contact identified above.

**APPENDIX "A"**

**THIS PAGE MUST BE RETURNED AS PART OF THE PROPOSAL SUBMISSION**

**RESPONDENT'S DECLARATION**

The Respondent has carefully examined the conditions attached to this Request for Proposal and is prepared to perform the work as outlined in this document in an expedient, professional and workmanlike manner, promptly and as directed by the Director of Financial Services.

No person, firm or corporation, other than the Respondent, has any interest in this proposal or in the proposed services for this proposal.

This proposal is made without any connection, comparison of figures, or arrangements with, or knowledge of any other corporation, firm or person making a proposal for the same Service and is in all respect fair and without collusion or fraud.

No member of the staff of the Township of Muskoka Lakes is, or will become interested directly or indirectly; as a contracting party, partner, shareholder, surety or otherwise; or in the performance of the Service; or in the supplies, service or business to which it relates; or in any portion of the profits thereof; or in any of the monies to be derived there from.

The content and requirements of this RFP have been read and understood. All prices are quoted in Canadian funds.

DATED AT \_\_ THIS \_\_ DAY OF \_\_\_\_\_ 2021.

\_\_\_\_\_

SIGNATURE OF RESPONDENT

## APPENDIX “B”

### HARDWARE INVENTORY

The following table contains a recent inventory of hardware connected to the Township’s network. Respondents should see this as direction and the successful Respondent will need to complete a full inventory as part of transition.

Device Class	Make / Model	OS and Service Pack
Printer		Xerox WorkCentre 7225 v1; SS 072.030.004.09101, NC 072.034.09100, UI 072.034.09100, ME 018.001.000, CC 072.034.09101, DF 012.003.000, FI 015.002.000, FA 003.011.009, CCOS 072.004.09100, NCOS 072.004.0
Printer		KIP SystemK, K134
Printer		KYOCERA Document Solutions Printing System
Printer		KYOCERA Document Solutions Printing System
Printer		KYOCERA Document Solutions Printing System
Printer		Brother NC-8500w, Firmware Ver.T ,MID 84U-G26
Printer		KYOCERA Document Solutions Printing System
Printer		KYOCERA Document Solutions Printing System
Printer		KYOCERA Document Solutions Printing System
Printer		KYOCERA Document Solutions Printing System
Printer		KYOCERA Document Solutions Printing System
Printer		KYOCERA Document Solutions Printing System
Printer		KYOCERA Document Solutions Printing System
Printer		KYOCERA Document Solutions Printing System
Servers - Linux		Linux mail.muskokalakes.ca 3.12.74-0.377903089.g4999875.rb3-smp64 #1 SMP Tue Feb 9 21:02:41 UTC 2021 x86_64
Switch/Router	Cisco Small Business / SG300-10MPP-K9	SG300-10MPP 10-Port Gigabit PoE+ Managed Switch
Switch/Router		Cisco Integrated Management Controller(Cisco IMC) [UCS C240 M4SX ], Firmware Version 3.0(1c) Copyright (c) 2008-2016, Cisco Systems, Inc.
Switch/Router	Cisco Systems, Inc. / SG500X-48-K9	SG500X-48 48-Port Gigabit with 4-Port 10-Gigabit Stackable Managed Switch
Switch/Router	Cisco / SG550X-48	SG550X-48 48-Port Gigabit Stackable Managed Switch
Switch/Router		Cisco Integrated Management Controller(Cisco IMC) [UCS C240 M4SX ], Firmware Version 4.0(2h) Copyright (c) 2008-2018, Cisco Systems, Inc.
Switch/Router		Other Operating System
Switch/Router		Other Operating System
Switch/Router		Other Operating System
Switch/Router		Other Operating System
Windows Laptop	LENOVO / 20DSS1YM00	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 650 G1	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 650 G1	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 650 G1	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 650 G1	10 Enterprise
Windows Laptop	LENOVO / 20H50048US	10 Enterprise
Windows Laptop	Panasonic Corporation / CF-54-2	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 6560b	10 Enterprise
Windows Laptop	LENOVO / 20H9000TUS	10 Enterprise
Windows Laptop	LENOVO / 20H9000TUS	10 Enterprise

Windows Laptop	LENOVO / 20H9000TUS	10 Enterprise
Windows Laptop	LENOVO / 20H9000TUS	10 Enterprise
Windows Laptop	LENOVO / 20H9000TUS	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 6570b	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 6560b	10 Enterprise
Windows Laptop	LENOVO / 20L9001GUS	10 Enterprise
Windows Laptop	LENOVO / 20FJS0AJ00	10 Pro
Windows Laptop		10 Pro
Windows Laptop	LENOVO / 20FJS0AJ00	10 Pro
Windows Laptop	LENOVO / 20FJS0AJ00	10 Pro
Windows Laptop	LENOVO / 20N40026US	10 Enterprise
Windows Laptop		10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Enterprise
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20U30022US	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20V9	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro

Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop	LENOVO / 20T4001SUS	10 Pro
Windows Laptop		10 Pro
Windows Laptop	LENOVO / 20J9S03J00	10 Enterprise
Windows Laptop	LENOVO / 20L5000YUS	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 6560b	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 650 G1	10 Enterprise
Windows Laptop	LENOVO / 20DSS1YM00	10 Enterprise
Windows Laptop	LENOVO / 20J9S03J00	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 650 G1	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 650 G1	7 Enterprise SP1
Windows Laptop	Hewlett-Packard / HP ProBook 6560b	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 6560b	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 6560b	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 6560b	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 6570b	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 6570b	10 Enterprise
Windows Laptop	LENOVO / 20DSS1YM00	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 6560b	7 Professional SP1
Windows Laptop	LENOVO / 20DSS1YM00	10 Enterprise
Windows Laptop	LENOVO / 20DSS1YM00	10 Enterprise
Windows Laptop	LENOVO / 20DSS1YM00	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 650 G1	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 650 G1	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 650 G1	10 Enterprise
Windows Laptop	LENOVO / 20J9S03J00	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 650 G1	10 Enterprise
Windows Laptop	Hewlett-Packard / HP ProBook 650 G1	10 Enterprise
Windows Laptop	LENOVO / 20DSS1YM00	10 Enterprise
Windows Server	Microsoft Corporation / Virtual Machine	Server 2016 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2012 R2 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2012 R2 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2016 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2016 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2016 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2016 Standard



Windows Server	Cisco Systems Inc / UCSC-C240-M4SX	Server 2016 Datacenter
Windows Server	Cisco Systems Inc / UCSC-C240-M4SX	Server 2016 Datacenter
Windows Server	Cisco Systems Inc / UCSC-C220-M4S	Server 2016 Datacenter
Windows Server	Microsoft Corporation / Virtual Machine	Server 2016 Datacenter
Windows Server	Microsoft Corporation / Virtual Machine	Server 2016 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2016 Datacenter
Windows Server	Microsoft Corporation / Virtual Machine	Server 2012 R2 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2012 R2 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2012 R2 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2016 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2012 R2 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2016 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2016 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2016 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2012 R2 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2016 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2016 Standard
Windows Server	Microsoft Corporation / Virtual Machine	Server 2012 R2 Standard
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	LENOVO / 10FXS00P00	10 Enterprise
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP Compaq Pro 6300 SFF	10 Enterprise
Windows Workstation	LENOVO / 10FXS00P00	10 Enterprise
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	LENOVO / 10FXS00P00	10 Enterprise
Windows Workstation	LENOVO / 10FXS00P00	10 Enterprise
Windows Workstation	Dell Inc. / OptiPlex 390	7 Professional SP1
Windows Workstation	Hewlett-Packard / HP Compaq Pro 6300 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	LENOVO / 2929AG2	10 Pro
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	LENOVO / 10MV000KUS	10 Enterprise
Windows Workstation	LENOVO / 10MV000KUS	10 Enterprise

Windows Workstation	LENOVO / 10MV000KUS	10 Enterprise
Windows Workstation	LENOVO / 10SQ001HUS	10 Enterprise
Windows Workstation	LENOVO / 10M9000RUS	10 Pro
Windows Workstation	LENOVO / 10ST001QUS	10 Enterprise
Windows Workstation	LENOVO / 30D1000WUS	10 Pro
Windows Workstation	LENOVO / 10RS0036US	10 Pro
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	LENOVO / 10FXS00P00	10 Enterprise
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	LENOVO / 10FXS00P00	10 Enterprise
Windows Workstation	LENOVO / 10FXS00P00	10 Enterprise
Windows Workstation	LENOVO / 10FXS00P00	10 Enterprise
Windows Workstation	LENOVO / 10FXS00P00	10 Enterprise
Windows Workstation	LENOVO / 10FXS00P00	10 Enterprise
Windows Workstation	LENOVO / 10FXS00P00	10 Enterprise
Windows Workstation	Hewlett-Packard / HP Compaq Pro 6300 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP Compaq Pro 6300 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP Compaq Pro 6300 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP Compaq Pro 6300 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP Compaq Pro 6300 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP Compaq Pro 6300 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP Compaq Pro 6300 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP Compaq Pro 6300 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP Compaq Pro 6300 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP Compaq Pro 6300 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP Compaq Pro 6300 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	Dell Inc. / OptiPlex 780	10 Enterprise
Windows Workstation	Dell Inc. / OptiPlex 780	10 Enterprise
Windows Workstation	Dell Inc. / OptiPlex 780	10 Enterprise
Windows Workstation	Dell Inc. / OptiPlex 780	10 Enterprise
Windows Workstation	LENOVO / 10F5S00900	10 Pro
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	LENOVO / 10FXS00P00	10 Enterprise
Windows Workstation	LENOVO / 10FXS00P00	10 Enterprise
Windows Workstation	Hewlett-Packard / HP ProDesk 600 G1 SFF	10 Enterprise
Windows Workstation	LENOVO / 10FXS00P00	10 Enterprise
Windows Workstation	LENOVO / 10FXS00P00	10 Enterprise
Windows Workstation	Hewlett-Packard / HP Compaq Pro 6300 SFF	10 Enterprise
Windows Workstation	Microsoft Corporation / Virtual Machine	10 Enterprise

