



REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY SUPPORT SERVICES

1. Introduction

The District is soliciting proposals from qualified professional vendors for on-site and remote Information Technology (IT) support services. The qualified vendor will maintain and improve IT effectiveness, enhance its quality of services, minimize downtime and support costs, ensure security of data, and maximize return on investment in IT with a focus on utilizing Cloud as much as possible. The District does not have professional IT staff. The vendor will work in conjunction with the District CAO as the main point of contact for the general District infrastructure, equipment, and employee needs.

The District has approximately 15 employees working at 3 locations within the District that require support. The District has approximately 10 user workstations and 2 Windows Servers. The District uses a wide variety of systems, including but not limited to:

- Windows Server 2008,
- Windows-based desktop operating systems
- Vadim for Payroll, AP, AR
- Other devices including network printers, fax machine and smartphones
- SCADA uses a software from AVENA

2. Definitions

2.1. Throughout this Request for Proposal the following definitions apply:

- a. “District” means the municipal corporation, generally known as the District of Stewart in British Columbia, Canada;
- b. “Contract” means the agreement formed between the District and the Proponent as resulting from this Request for Proposal, executed by the District and the Proponent and evidenced
- c. “Proponent” means an individual partnership, corporation or combination thereof, including joint ventures or a company that submits, or intends to submit, a Proposal in response to this Request for Proposal.
- d. “Proposal” means a proposal submitted by a Proponent in response to this Request For Proposal;
- e. “Requirements” means all of the specifications, requirements and services set out in the RFP that describes the general requirements that the goods, materials, equipment and services must meet, and the successful Proponent must provide;
- f. “RFP” or “Request for Proposals” means this request for proposals, inclusive of all appendices and any addenda that may be issued by the District;

3. Proposal Details

3.1. Proposals will be accepted until closing time, which is March 14, 2023, at 2:00 pm Local Time. Proposals received later than the specified closing time will not be accepted.

3.2. The following information is required in the RFP submittal:

- Vendor Information, to include:
 - Company name, address and telephone number of the firm submitting the proposal.
 - Length of time in business.
 - Total number of clients and total number of public sector clients.
 - Number of full-time personnel and number specifically assigned for customer support. Identify names and major certifications of key personnel who will actually provide the information technology services. Summarize the experience and technical expertise of these staff. The availability of the staff providing these services will be an important consideration. Resumes should be included as an appendix.
 - Location of the office that would service our account.
- Describe your approach to providing these services and your methodology for providing ongoing support.
- Provide the name, title, address, and contact information of three (3) references of clients for whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of time you have provided services to this client.
- Support Services – Please answer the following:
 - When is support available? (Indicate xx a.m. to xx p.m. and the days of the week.)
 - How are charges for support structures documented and tracked?
 - Describe your problem escalation process, including:
 - Initial problem identification.
 - Determination of priority and severity of problem.
 - Steps for resolving problem escalation when a solution is not forthcoming, or an implemented solution is unsatisfactory.
 - Indicate your response time goals and your statistics regarding meeting that goal.
- Beyond the scope of the RFP, what services (related or otherwise) does your organization provide that could benefit and/or may be of interest to the District?
- Cost of Services:
 - The proposal must include a fee schedule that indicates either hourly rates or a flat monthly rate for the proposed services.
 - Describe how your services are priced, and any specific pricing you are able to provide.
 - Define any additional charges (e.g. travel expenses).
 - Define any tiers of service and costs associated with those tiers.

3.2. **Send the Proposal to the following email address: cao@districtofstewart.com.** PDF format is required.

Emails must have the text “IT Support” in the subject line. Proponents are suggested to request a “Read Receipt” as part of the email for verification of receipt of the Proposal.

Late submissions will not be accepted or considered. The District takes no responsibility for submissions that are not properly received.

3.3. Amendments to a Proposal may be submitted if delivered via email prior to the closing time to cao@districtofstewart.ca.

3.4. Proposals already delivered to the District may be withdrawn by written notice only, provided such notice is received at cao@districtofstewart.ca prior to the closing time.

- 3.6. Any and all costs associated with the preparation and submission of the Proposal, including any costs incurred by the Proponent after the closing time, will be borne solely by the Proponent.
- 3.7. Submission of a proposal indicates acceptance by the Proponent of all the conditions contained in this Request for Proposal. The District reserves the right to negotiate with any Proponent.
- 3.8. The successful Proponent will be required to sign a contract within 30 days.

4. Enquiries and Addenda

- 4.1. Enquiries regarding this Request for Proposal are to be directed to Todd Francis, CAO, District of Stewart at cao@districtofstewart.ca.
- 4.2. The District, its agents and employees shall not be responsible for any information, instructions or suggestions given by way of oral or verbal communication.
- 4.3. The deadline for enquiries for this RFP is 48 hours before the closing time. The District reserves the right not to respond to inquiries received after this deadline.

5. Scope of Requirements

The District desires a fully outsourced IT management provider to provide proactive maintenance, support, and other IT related functions. The following details the minimum services to be provided to the District in the area of IT services:

Initial Assessment

- With the assistance of District staff, compile an inventory of all information technology related assets, assess system assets, and make recommendations for improved District-wide IT system performance.

Desktop Applications Support

- Perform basic support functions including installation of PC's, laptops, printers, and software; diagnose and correct desktop application problems; configure laptops and desktops for standard applications; and identify and correct hardware problems, performing advanced troubleshooting. Assist designated District personnel with hardware and software purchases as needed. Assist with warranty and other technical support.

Server Administration Services

- Manage computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Monitor server performance and capacity management services. Ensure scheduled preventive maintenance for equipment is promptly performed; develop and implement data back-up plans. Confidentiality of information is vital.
- The selected vendor and their employees will be required to sign and adhere to a confidentiality agreement that information in the system must remain confidential under penalty of law.

Network Administration Services

- Scope of activity includes all District network equipment including switches, firewalls, routers, phone system and other security devices. Manage backup and disaster recovery systems. The scope also includes primary installation and maintenance of printers, network copiers/scanners, group policy, software updates, etc. as deemed necessary. Monitor network performance and capacity management services.
- Note costs associated with service calls for maintenance and repairs of printers, fax machine and similar equipment by vendors of that equipment is outside the scope of IT services, but organizing that work is within the scope of this IT services contract.

Security

- Maintenance of virus/malware detection and spam reduction programs on District servers, email and all other District computers and laptops. Perform security audits as requested and notify District personnel immediately of suspected breaches of security. Assist the District in complying with best practices.

Strategic Planning/Capital Initiatives

- Provide technical leadership for all technology issues. Make recommendations for future purchasing and technology needs. Keep District up to date on new technology changes and uses that will enable the District to increase efficiency and reduce costs. Install equipment including new servers, software, and hardware and transfer data when required. Assist with policy formulation and application. Focus on Cloud and Cloud security.

Help Desk Support

- End user support must be timely, friendly, and professional. Urgent and emergency support must be available between 7:00 a.m. and 8:00 p.m. seven days a week, every day of the year. Routine support must be available Monday – Friday from 7:00 a.m. to 5:00 p.m.

End User Training

- Provide training for various technology as needed. This would normally be for common software or hardware used in a business setting or new equipment installed. This can be at the request of the District or when a need is identified by the vendor.

Onsite Support

- Provide regular scheduled and dedicated onsite support eight (8) hours each month or as needed to address District-wide and/or departmental hardware and software issues. Additional onsite support may be needed for major projects.
- Refer to Vadim as the financial software.
- Include regular financial software updates.
- Include remote workstation support.

Computer Inventory and Disposal

- Vendor must provide quarterly hardware inventory reporting and proper and legal electronic disposal of surplus electronic equipment.

District Website

- Securing, managing, and backing up District website hosting; DNS to remain at third party.
- Updates to the website content will be prepared and posted by District staff.

6. Evaluation of Proposals

- 6.1. An evaluation team will evaluate proposals. By responding to this RFP Proponents agree to accept the recommendation of the evaluation team as to the successful Proponent and acknowledge and agree that the District makes the final decision.
- 6.2. The District may, prior to Contract award, negotiate changes to the Requirements or any conditions with any one or more of the Proponents without having any duty or obligation to advise any other Proponents or to allow them to vary their Proposal, the Requirements, or any conditions, and the District shall have no liability to any other Proponent as a result of such negotiations or modifications.
- 6.3. The lowest priced proposal may not necessarily be accepted.

7. Award of Contract

No Contract will be formed, with any Proponent, until a purchase order is issued, and a Contract has been signed by an authorized person to sign on behalf of the District.

The contract shall be for a 2 year term, with the option of extending the term in one year increments up to a total term of 5 years. The pricing for the starting 2 year term shall be as outlined in the Proponent's proposal. If the contract is extended (as mutually agreed upon by the IT support service company and the District) then the pricing will be updated to reflect appropriate costs at that time.

Notice will be given 90 days prior to the end of each term. The IT support service company must submit any increases in cost within 30 days of that notice to continue with a 1 year renewal. Within 30 days of the District receiving the proposed increases in cost, the District will confirm or reject acceptance of price of the 1 year extension prior to finalizing the extension of service.

8. General Terms of this Request for Proposal

- 8.1. The terms and conditions of the proposal offer shall remain firm and open for acceptance by the District for a period of forty-five (45) calendar days from date of closing whether or not another Proposal has been accepted.
- 8.2. The District reserves the right to cancel this RFP for any reason without any liability to any Proponent or to waive irregularities at its own discretion.
- 8.3. The District is not liable for any costs incurred by interested parties in the preparation of their response to this request. Furthermore, the District shall not be responsible for any liabilities, cost, loss, or damage incurred, sustained or suffered by any interested party, prior or subsequent to, or by reason of the acceptance or non-acceptance by the District of any Proposal, or by reason of any delay in the acceptance of the Proposal.
- 8.4. Proponents are advised that the District will not necessarily accept any Proposal and the District reserves the right to reject any or all Proposals at any time without further explanation or to accept any Proposal considered advantageous to the District.
- 8.5. While the District has made considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for the Proponent and is not necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve the Proponent from forming its own opinions and conclusions in respect of the matters addressed in the RFP.
- 8.6. All Proposals will remain confidential, subject to the Freedom of Information and Protection of Privacy Act of British Columbia