



Request for Proposal

RFP-MUN-01-2024

Managed IT Services

**Supply, Installation and Support of Municipal Computers, Hardware,
Internet Security and Emails – All Departments**

1. Introduction

The Township of Bonfield is pleased to invite you to respond to this Request for Proposal (RFP) for Managed IT Services. The intention of this RFP is to solicit responses and formal proposal from qualified Managed IT Services Providers (MSPs) and select a single organization to provide IT services to the Township.

The Township of Bonfield is located along Highway 17 east, in the District of Nipissing with a population of 2,148. The Township is a single tier municipal government with a five-member Council with 10 full time staff.

Operations of the Township of Bonfield are managed out of the municipal office located at 365 Highway 531, Bonfield with five (5) full time administrative staff, three (3) part time office staff.

The Public Works Office/yard is located at 3560 Line 3.

Fire Station Hall 1 is located at 107 Railway Street.

The Medical Center is located at 105 Landon Street.

2. Intent of the Proposal

The Township of Bonfield ("Township") is issuing this Request for Proposal (RFP) to solicit vendor proposals to provide IT and Computer Maintenance Program (the system) to serve the current and projected needs of the Township.

The Township intends to seek the best solution, based on the evaluation criteria contained in this RFP. The successful vendor will seek to establish a turnkey, integrated hardware/software environment for the Township, which will satisfy the specifications contained in this RFP, bringing to bear whatever vendor resources are required from the areas of computer systems hardware, software, technical training, conversion, maintenance and services support.

3. Township Existing Systems

The Township of Bonfield has the following:

Main Administration Office:

- 8 desktop systems
- 1 laptop
- 2 video conferencing cameras
- 2 servers
- 3 printers (2 network)
- 1 satellite internet provider

Public Works Office:

- 1 desktop system
- 1 laptop
- 2 printers
- 1 satellite internet provider

Fire Hall:

- 1 desktop
- 1 printer

- 2 laptops
- 1 internet provider

Medical Centre:

- 2 desktops
- 1 network printer
- 1 laptop
- 1 internet provider

Major Software

- Baker – Municipal Tax Program
- Townsuite – Municipal Tax Program
- Microsoft 365 subscription

4. *Scope of Products and Services Needed:*

The Township is looking for a vendor that will provide:

- 1. Help Desk Support** - The MSP should offer superior services Monday to Friday with weekend and holiday availability if required utilizing industry best practice processes and procedures. Support may be offered over the telephone, on-line and on-site when required.
- 2. Server and Network System Monitoring** – The MSP must provide 24x7 monitoring of the Township’s servers and network systems with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- 3. Patch Management Services and Preventive Maintenance** – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure the Township’s IT systems and resources are properly managed and maintained.
- 4. Business Continuity and Disaster Recovery** – The MSP must be able to support the Township’s ability to recover based on the recovery time and objective agreed upon. In addition, backup and redundancy should be used to support this need.
- 5. Remote Backup** – The MSP must execute a nightly backup plan for critical servers including a regularly tested recovery process. The Township is hopeful to move to a cloud-based system in 2025 with the support of the MSP.
- 6. Email System Management** – The Township requires the management and assist with the administration of the email system for all users. The Township will manage the subscription.
- 7. Antivirus, Antispam, Antispyware Protection** – The Township is looking for security solutions including phishing, malware, spam and viruses.
- 8. Vendor Coordination** - the MSP should be able to manage other vendors which may be contracted by the Township for services and the MSP may be required to coordinate services on behalf of the Township.
- 9. Software Licensing Control** – the MSP will provide oversight of automatic renewal of necessary software licenses and applications required to meet the specifications of the RFP and shall provide access to the Township.
- 10. Procurement Assistance** – The MSP must assist the Township with sourcing and selection of new equipment, repair and replacement parts, and tracking and returning of products and equipment.
- 11. Desktop and Laptop Support** - MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning of new equipment as needed. Delivery and setup of machines on site is to be included.

- 12. Printers, Copiers and Scanners** -The MSP must be able to support existing printers, copiers and scanner related network-printing issues.
- 13. Desktop Software Standardization and Software Licensing and Upgrades** – MSP must have a process for identifying standardization and ensuring that staff are using current products as well as current OS and browser versions.
- 14. Lifecycle Management of Hardware Units** – The MSP should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
- 15. Break Fixes and Installation** – The MSP should offer planned and on-call break/fix services, including emergency response to server issues. The budget section should highlight the variants in the pricing.
- 16. Mobile Device Support** - In addition to laptops and desktops, some staff use mobile phones and tablets. The MSP will need to support secure provisioning (and ongoing support of that provisioning) of any mobile device into the company network. In the event the device is lost, the corporate mail and contact data should be able to be easily wiped from the device while preserving individual's personal information. A Mobile Device Management strategy / system recommendation should be considered and included in response to this RFP.
- 17. Reporting** – The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- 18. IT Policy Review and Development** – The MSP should be able to assist in the development of customized policies related to the use of technology.
- 19. Scalability** – The MSP must be able to offer a model where scaling up or down from a systems and cost perspective is simple and nimble.
- 20. Onboarding and Offboarding Staff** - The MSP must have a process and procedure in place to onboard or offboard team members in a timely and efficient manner.
- 21. Vulnerability Testing** - The MSP should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of the Township's business network.
- 22. Compliance** – The MSP must use systems that comply with industry standards, best practices and procedures.
- 23. End-User Security Awareness Training** – The MSP should highlight any training programs offered in house or externally offered for team members to further secure the Township's systems.

5. Date of Proposal Submission

One (1) original proposal shall be submitted in a sealed envelope addressed as follows:

RFP-MUN-01-2024

Nicky Kunkel, CAO – Clerk Treasurer

Proposals must be submitted under the following instructions:

PROPOSAL CLOSING DATE: November 4, 2024

TIME: 2:00 p.m., local time

LOCATION: Township of Bonfield Office

365 Highway 531

Bonfield ON POH 1E0

Submissions received by the date and time of closing will be opened immediately following the time of Tender closing.

Project Contact

Nicky Kunkel
CAO, Clerk-Treasurer
Township of Bonfield
705-776-2641
cao.clerk@bonfieldtownship.com

or

Andree Gagne
Deputy Clerk

6. Proposal Content Requirements

6.1 Company Profile and Experience

- a) Provide an introduction to your firm and include the number of years in business under this company name, and the firm's primary business.
- b) Describe the capability and experience to deliver the proposed IT & Maintenance Program in a municipal setting, including the implementation methodology and customer support services.
- c) Describe any implementation challenges you faced in your past projects and how you solved them.
- d) Identify the proposed team lead and any additional key team members that would work with the Township. Highlight the relevant qualifications and experience of each.
- e) Provide up to three projects of similar or greater magnitude and have been successfully completed within the past three (3) years. Include a reference for each project including name and contact information. References may be contacted, and their response may be used to form part of the evaluation score.

6.2 Proposed Solution, Implementation, Training and Support

- a) Describe in detail the Maintenance and Support Program being proposed. This should include discussions of functionality, system software and hardware requirements, and any other information that would assist in understanding the maintenance proposed.
- b) Describe in detail the implementation of the proposed IT & Maintenance Program. Include discussion of how the project will be phased, including number of calendar days to complete each phase, and the total number of calendar days to fully implement the project. Include any detail regarding the timing and necessity of Township staff resources.
- c) Provide a detailed implementation plan including a training plan.
- d) Describe the availability of support staff.
- e) Describe your process for dealing with software patches and updates.
- f) Provide a copy of any Service Agreement, Software Licensing Agreement, Maintenance Agreement or other that the Township would be expected to sign.

6.3 Budget

The Proponent's submission shall include:

- a) Overall project cost exclusive of HST both annually and monthly.
- b) A detailed cost and time breakdown of each major activity identified in the proposal.
- c) Proposals should include a section that identifies what the Township's on-going maintenance costs will be on a monthly/annual basis.

6.4 Submission Format

- a. Forms to be submitted with the Proposal must be completed in their entirety in hard copy. All entries shall be clear and legible and made in a non-erasable medium and signed in ink.
- b. Submissions may be mailed, couriered or hand-delivered to the appropriate location. Delivery of the Tender through a third-party courier service shall be at the risk of the Proponent and must be arranged in due time for the Tender to arrive at the specified location before the Tender closing time. Failure of a third-party courier to submit the Tender prior to the Tender closing time will result in the disqualification of the Tender, and will be at no fault of the Township.
- c. Proposals must include and repeat the same headings as listed and topic sequence.

7. Proposal Evaluation

All submissions must be in compliance with the requirements of the RFP process in order to be considered for evaluation.

All qualified Proposals will be reviewed and evaluated by staff for approval prior to acceptance of the successful Proposal by Council.

7.1 Proposal Selection

For the purpose of evaluation, the following criteria will be utilized to score each Proponent’s Proposal.

Category	Description	Points
Experience, Qualifications, Project Management	The Evaluation Staff will consider the Proponent’s demonstrated experience on similar projects, key personnel and references where applicable. Proponents should include the features of their services that give them a competitive advantage.	10
Budget and Cost	Materials and cost list. HST must be shown separately.	30
Program Design Concept	Did the concept meet the requirements of the RFP	40
References	List of previous clients/professional references	10
Support Services	What are the hours/days of support, estimated time of call return, can it be done remotely	10

7.2 Proposal Award Procedure

All Proposals shall be final and binding on the Proponent for a period of 60 (sixty) days from the closing date and may not be altered by any subsequent offerings, discussions, or commitments unless the Proponent is requested to do so by the Township. The Township reserves the right to invite shortlisted responders to an interview as part of the evaluation process.

The Township will notify the Successful Proponent of the award. The Successful Proponent agrees to accept the terms of the RFP document as the work agreement and to undertake work on the program within 10 (ten) business days of the date of the notification of the Award.

GENERAL CONDITIONS

1. Indemnification

The Successful Proponent shall indemnify and hold harmless the Township, its officers and employees from and against any and all liabilities, claims, demands, loss, cost, expenses, damages, actions, suits or other proceedings by whomsoever made, directly or indirectly arising out of the project attributable to bodily injury, sickness, disease, or death or to damage to or destruction of tangible property caused by any acts or omissions of the Proponent, its officers, agents, employees or other persons for whom the Proponent is legally responsible.

2. Occupational Health and Safety Act

The Proponent's attention is drawn to the regulations issued by the Ministry of Labour for the Province of Ontario under the Occupational Health and Safety Act. The Proponent acknowledges that they will comply with the Act, and all applicable regulations related to the contracted work. For construction related agreements, the Proponent agrees to assume the role of the Constructor under said Act as it relates to the completion of this agreement.

3. Freedom of Information

The Township is subject to the Municipal Freedom of Information and Protection of Privacy Act, as amended (MFIPPA) with respect to, and protection of, information under its custody and control. Accordingly, all documents provided to the Township by the Proponent pursuant to this document may be available to the public unless the party submitting the information requests that it be treated as confidential.

Any specific scientific, technical, commercial, proprietary, intellectual or similar confidential information, the disclosure of which could cause them injury or damage may be identified as confidential. Proponents are encouraged to place all such details and information within a separate section of their submission. Complete Proposals are not to be identified as confidential.

4. Accessibility for Ontarian's with Disability Act, 2005

The Proponent's attention is drawn to the regulations within the AODA and acknowledges that they will comply with the Act as it relates to the completion of this project.

5. Cancellation

If the Proponent should neglect to execute the work properly or fail to perform any provision of this Award, the Township, after three (3) business days written notice to the Proponent, may, without prejudice to any other remedy in existence, make good such deficiencies and may deduct the cost thereof from any payment then and thereafter due to the Proponent. Continued failure of the Proponent to execute the work properly shall result in termination of Agreement.

6. Proposal Withdrawal or Replacement

Any Proposal may be withdrawn prior to the scheduled time for Proposal Closing by submitting written notice to the RFP contact. Replacement Proposals are welcome until the Proposal Closing.

7. Disqualification

The Township reserves the right to reject lowest and any or all proposals. Failure of the Proponent to satisfy any term or condition of this RFP may result in the rejection of said Proposal. Further, any incomplete proposals, qualified proposals, proposals not properly signed/dated, proposals received after the closing date/time, proposals completed in pencil, proposals with incomplete calculations, and proposals lacking required information will be rejected as incomplete.

8. Solicitation Of Council Members, Township Staff And Township Consultants

Service Providers and their agents shall not contact any member of the Township Council, unauthorized Township staff or Township consultants with respect to this RFP, other than the Contract Administrator at any time prior to the award of a contract or the cancellation of this RFP.

Should the Service Provider or any of his agents give or offer any gratuity to or attempt to bribe any member of the Township Council, Officers or Servants, the Township shall be at liberty to cancel the contract forthwith or to direct the Township to take the whole or any part of the works out of the hands of the Service Provider under the same provisions as those specified. No Service Provider may discuss or communicate about, directly or indirectly, the preparation or content of its Quotation with any other Service Provider or agent or representative of any other Service Provider or prospective Service Provider. If the Township discovers there has been a breach at any time, the Township reserves the right to disqualify the Quotation or terminate any ensuing Agreement.

9. Examination of Documents

Each Proponent must satisfy himself or herself by a personal study of the RFP documents, by calculations, and by personal inspection of the site, respecting the conditions existing or likely to exist in connection with the proposed work. 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 Proponent must be satisfied as to the full requirements of the RFP.



FORM OF PROPOSAL - MAIN

Responders Information

1. Contact Information

Company Name (hereinafter called the "Proponent"): _____

Mailing Address: _____

Email Address: _____

Phone Number: _____ Alt Number: _____

Proponent's Representative: _____

Authorizing Signature, Authority and Title: _____

2. Company Profile

- i. Website: _____
- ii. Years in Service: _____
- iii. Main Products/services: _____
- iv. Main market / Customers: _____
- v. Subcontract – Local (if applicable): _____
- vi. Total Number of Employees: _____
- vii. Number of Employees in Technical Support: _____

3. Attestation

- a) No person, firm or corporation, other than the Proponent, has any interest in this Proposal or in the proposed agreement for which this Proposal is made and to which it relates;
- b) This Proposal is made by the Proponent without any connection, knowledge or 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 respects fair and without collusion or fraud;
- c) No member of the Municipal Council or any other officer of the Corporation of the Township of Bonfield will become interested directly or indirectly as a contracting party without disclosing their interest and otherwise complying with the Municipal Conflict of Interest Act, RSO 1990;
- d) The content and requirements of this Proposal document have been read and understood.
- e) All prices are quoted in Canadian funds.

Dated: _____

Signature of Witness: _____ Signature of Authorizing Proponent: _____

Printed names: