



THE CORPORATION OF THE TOWNSHIP OF MCKELLAR

Invites

REQUESTS FOR PROPOSALS

2024-01

for Information Technology Services and Support

Sealed Proposals, clearly marked
RFP No. 2024-01
will be received by the undersigned
until 1:00 p.m.
on Thursday, March 21, 2024

Lowest or any Proposal not necessarily accepted.

Ina Watkinson, Clerk/Administrator
Township of McKellar
P.O. Box 69, 701 Hwy 124
McKellar, ON P0G 1C0
clerk@mckellar.ca
(705) 389-2842 x4

Please Note: Prior to submitting a Proposal, further information may be obtained by contacting the Clerk/Administrator, Ina Watkinson at (705) 389-2842 x4

Accessible Formats and Communication Supports Are Available, Upon Request



TOWNSHIP OF MCKELLAR
 REQUEST FOR PROPOSAL (RFP)
 IT SERVICES AND SUPPORT **RFP 2024-01**

Submission Form

Contractor: _____

Address: _____

Telephone: _____ Email: _____

Contact Person: _____

Description of Work:

The contractor will be required to provide IT services and support to Township staff (under 10 employees) across multiple Municipal Buildings (3).

Location: Municipal Office, Public Works Yard & Fire Hall, Township of McKellar

Subtotal \$ _____

H.S.T. \$ _____

TOTAL CONTRACT PRICE: \$ _____
(Annual Amount)

The contractor is required to provide the Township with proof of insurance in the amount of \$2,000,000.00, and is responsible for all issues relating to WSIB, insurance etc. for their employees with relation to this contract.

By signing below, I acknowledge that I have read and understand this Request for Proposal **2024-01** and I agree to abide by the terms and conditions contained here-in.

Authorized Signature: _____

Name: _____ (Please Print or Type)

Date: _____

Witness: _____

Date: _____

*Note that this submission form is not transferable and any alteration of the Company name entered hereon will be cause for considering the proposal irregular and subsequent rejection of the RFP.

TOWNSHIP CONTACTS AND ADMINISTRATION

Any questions or any additional information contact:

Ina Watkinson, Clerk/Administrator
Township of McKellar
701 HWY 124, P.O Box 69
McKellar, Ontario P0G 1C0
Phone: (705) 389-2842 Ext. 4
Fax: (705) 389-1244
Email: clerk@mckellar.ca

REQUEST FOR PROPOSAL CLOSING

Date of Closing

RFP submissions can be made until March 21, 2024 at 1:00 PM. RFP submissions received after this date will not be given consideration and returned to the sender unopened. All proposals must be signed by an official agent or representative of the company submitting the proposal.

Package Submission Process

RFP packages shall be submitted by March 21, 2024 at 1:00 PM. in a closed and sealed envelope clearly marked as to contents “**IT Services and Support RFP No. 2024-01**”, to:

Ina Watkinson, Clerk/Administrator
Township of McKellar
701 HWY 124, P.O Box 69
McKellar, Ontario P0G 1C0

*Please note that the lowest or any proposal may not necessarily be accepted.

No electronic proposals, please hand deliver or courier.



TOWNSHIP OF MCKELLAR
REQUEST FOR PROPOSAL (RFP)
IT SERVICES AND SUPPORT **PW-2024-01**

The Township of McKellar is inviting proponents to submit proposals for Information Technology Services and Support.

The Township of McKellar is seeking to partner with a single preferred vendor to supply the Township with computer hardware, network support and management, warranty and break fix service, as well as other potential value-added services that will drive efficiencies around procurement, acquisition, installation, use and maintenance.

The Municipality currently operates across 3 offices/locations including the Municipal Office located at 701 Highway 124, the Fire Hall located at 1 Sharon Park Drive and the Public Works Yard located at 676 Highway 124. There are approximately 7 workstations, 6 laptops/tablet, 1 server.

Capacity for remote work has been limited in the past due to poor internet connectivity, opportunities to explore this option for the future can be considered in the proposal for applicable staff.

PROPOSAL GUIDELINES

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until March 21, 2024 at 1:00 PM local time. Any proposals received after this date and time will be returned to the sender unopened. All proposals must be signed by an official agent or representative of the company submitting the proposal.

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs.

All prices quoted shall be in Canadian funds and shall include all duty, custom clearances, fuel tax, shipping costs, and HST shall be extra where applicable.

Proponents agree to prepare and submit bids at their own cost. The Township of McKellar is not obligated in any way to pay costs of any kind or nature whatsoever that may be incurred by a Proponent or any third parties in the bid process relating to the RFP. All such costs shall be the Proponent's sole responsibility.

Contract terms and conditions will be negotiated upon selection of the winning bidder for

this RFP. Proponents are to supply the names of three clients with whom they have performed or are performing similar projects for.

All proposals received must remain valid for acceptance up to **90 days** beyond the closing date. Should there be any discrepancies or omissions in the proposal document, or any doubt as to its meaning, inquiries should be made in writing to:

Ina Watkinson
Clerk/Administrator
Township of McKellar
701 HWY 124, P.O Box 69
McKellar, ON P0G 1C0

Phone: (705) 389-2842 Ext. 4

Email: clerk@mckellar.ca

If a correction, explanation, or interpretation is deemed necessary or desirable, a written addendum will be issued to all proponents. Proponents should notify Ina Watkinson in writing that they have taken this RFP in order to receive any addendums issued. A Site meeting, if required, can be arranged with the Clerk/Administrator.

PROJECT DELIVERABLES

Services Required

The services to be provided by the successful Proponent will include but not be limited to those areas as set out below. Generally, services provided by the successful Proponent in each area shall include but not be limited to:

a) Remote Support

Provide support remotely through Microsoft Remote Desktop or similar technology for all hardware and software issues in a timely manner

b) Onsite Support

Provide support at each location for all hardware and software issues in a timely manner

c) Hardware Support

Provide support for any hardware related issues hardware including but not limited to:

- i. Network equipment (routers, WiFi, switches, firewall)
- ii. Servers
- iii. Desktops, laptops
- iv. Any other peripheral hardware

d) Software

Provide support for software applications such including but not limited to:

- i. Microsoft Office 365
- ii. Foxit PDF Editor
- iii. ASSYST (Financial Information System)
- iv. The Managed Municipality (Property Tax Account Information)

- v. Microsoft Active Directory
- vi. Windows 11, Windows Server
- vii. Microsoft Exchange
- viii. Virtualization technologies such as VMWare

e) Maintenance

- i. Ensure licensing for all hardware and software is valid and current through industry auditing best practices
- ii. Purchasing and implementing any new hardware or software
- iii. Server Management
- iv. WiFi/LAN Management
- v. Firewall Management
- vi. Anti-virus and Malware
- vii. Software updates for all devices
- viii. Backup and disaster recovery (offsite – cloud/dropbox)
- ix. Network and communications
- x. Warranty, break fixes and installation services for multiple locations, including emergency response to server issues.

f) Other

- i. Strong knowledge base of computers and how they operate, which includes having a broad understanding of hardware and software, operating systems and basic computer programming.
- ii. Responsible for the security of IT data and Information Systems, including developing security protocols.
- iii. Purchasing and maintaining consistent and stable hardware and software.
- iv. Develop project plans, budgets, policies and controls for IT services.
- v. Complete the implementation of new equipment, systems and software.
- vi. Prepare and maintain system documentation and technical training materials.
- vii. Oversee IT projects undertaken by third-party consultants.
- viii. Periodic and routine software installations and upgrades.
- ix. Software implementations (including testing), and software training for Municipal Staff.

Core Key Deliverables/Requirements

The Municipality has the following general requirements of a potential preferred vendor for their Information Technology systems:

- a) Items listed in Services Required (above)
- b) Network and Desktop Support and Maintenance (both on-site and/or off-site) for approximately 7 workstations, 6 laptops/tablet and 1 Server.
- c) Proponent must be available to accommodate emergency on-site work
- d) Procurement Process and Pricing of Equipment.
- e) Warranty (including expiration dates) and Break Fix Services.
- f) Familiarity of Software Services, Software Upgrades, Software Integration Management, and Licensing Management.

- g) Security of IT data and Information Systems, including developing security protocols.

Supplementary Information – Provided by Proponent

Value Added Services include:

- a) Service Level Expectation – clear outline of services that can be provided and identify those that cannot be fulfilled, including planned upgrades outside of normal business hours being 8:30 am to 4:30 pm Monday to Friday.
- b) Asset management services related to information technology.
- c) Reporting and Communication – ensuring monthly reporting to the municipality on all assets, current activities and issues, project status reports and updating schedule of Administration Passwords and Software Licenses.
- d) Sound knowledge of the methods and principles used in training users in the use of hardware and software applications.
- e) Highly organized, effective attention to detail, high degree of accuracy and excellent follow-through.
- f) High level of integrity, confidentiality and accountability.
- g) Ability to respond appropriately in demanding situations with a calm and steady demeanor.
- h) Ability to assimilate ideas and work with diverse individuals with varying perspectives.
- i) Ability to develop and maintain effective relationships with the public, Staff, as well as with other local governments, First Nations governments and organizations and outside agencies.
- j) Assist as directed in supporting the Municipality's emergency response mandate.
- k) Conducting independent research and providing analysis and advice on IT issues.

Cyber Security

The selected vendor must demonstrate a comprehensive understanding of cybersecurity best practices and commit to implementing robust measures to safeguard the Municipality's IT infrastructure, sensitive data, and citizen information. The proposal should address, but not be limited to, the following:

- a) **Network Security:**
 - Implementation of advanced firewalls, intrusion detection and prevention systems.
 - Regular network vulnerability assessments and penetration testing.
 - Secure configuration management and monitoring of network devices.
- b) **Endpoint Protection:**
 - Deployment of endpoint security solutions to protect all devices accessing the municipal network.
 - Continuous monitoring for malware, ransomware, and other malicious activities.
- c) **Data Encryption:**
 - Utilization of encryption protocols for data at rest and in transit.
 - Implementation of strong encryption standards for sensitive information.

- d) **Access Control:**
 - Implementation of a role-based access control system to restrict unauthorized access.
 - Regular review and update of user access permissions.
- e) **Incident Response and Reporting:**
 - Development and documentation of an incident response plan.
 - Prompt reporting and resolution of security incidents with detailed post-incident analysis.
- f) **Employee Training:**
 - Ongoing cybersecurity awareness training for municipal staff.
 - Regular testing of staff to ensure comprehension and compliance.
- g) **Compliance and Regulation:**
 - Adherence to relevant cybersecurity regulations and standards.
 - Regular audits to ensure compliance with local, state, and federal requirements.
- h) **Backup and Recovery:**
 - Regular backups of critical data with a tested and documented recovery plan.
 - Off-site secure storage of backups to mitigate risks associated with local incidents.
- i) **Continuous Monitoring and Auditing:**
 - Implementation of continuous monitoring tools for real-time threat detection.
 - Regular security audits and reporting to ensure the effectiveness of cybersecurity measures.

Vendors are encouraged to provide detailed information on their cybersecurity protocols, certifications, and any additional measures taken to enhance the overall security posture. Compliance with industry-recognized standards such as ISO 27001 or NIST Cybersecurity Framework is highly desirable.

CONTRACT

The successful contractor will be required to enter into an agreement with the Township of McKellar. Prior to the commencement of the project, contractors must provide the Township with proof of valid, current WSIB coverage, and liability insurance, both of which must remain valid for the duration of the contract.

The start date of the contract will be Monday, June 17, 2024.

SUBMISSION

For the Township of McKellar to evaluate Proposals fairly and completely, Proponents shall provide all of the information requested in the format set out in the RFP. Failure to provide all required information as detailed in this section may result in the Proponent being disqualified or scoring poorly in the evaluation.

Each Proponent shall submit one (1) formal package of their Proposal, containing the following items:

- An indication of the Proponent's understanding of the project scope and

requirements, including how each of the specific required services shall be met;

- An overview of the Company submitting the proposal, along with an overview of any sub-contractors which will be taking part in the work on behalf of the Proponent, and their legal/contractual relationship to the Proponent;
- An overview of the Proponent's experience and expertise, as well as the expertise of any sub-contractors that will be involved as part of the Proponent's team. The Proponent shall include at least two (2) references that outline their previous or current Consulting relationships, of a similar nature as required in this RFP, with Ontario Municipalities, including the reference contact name, email, and telephone number. The Township of McKellar reserves the right to contact these or any other references where appropriate. The Proponent may include additional references for specific areas/projects;
- Proof of qualifications (i.e., copies of professional certificates)
- A detailed financial breakdown of all relevant project costs, including a 2024/2025 fee schedule for the various services, staff hourly and per diem rates, rates or fees for expenses and attendance at meetings with Township of McKellar staff or Council, and any other relevant fees or expenses.

EVALUATION CRITERIA, PROCESS AND AWARD

The Township of McKellar may make an Award on the basis of the Proposals received without further discussion with the Proponents. Therefore, each initial offer should contain the Proponent's best terms/information, including all required documentation as listed in this RFP.

Lowest or any Proposal not necessarily accepted.

The successful Proponent shall be notified of the Award in writing to the address given on the Form of Proposal, and/or may be contacted verbally or electronically by the Lead Contact.

GENERAL CONDITIONS

Interpretation

In the contract "Work" means the whole of the work, services and materials required to be done, furnished and or performed by the Contractor in order to carry out the Contract.

Status of the Contractor

The Contractor is engaged as an independent contractor for the sole purpose of performing the Work. Neither the Contractor nor any of its personnel is engaged as an employee, servant or agent of the Township of McKellar.

Compliance with Applicable Laws

The Contractor shall comply with all laws applicable to the performance of the Work.

Subcontracting

Unless otherwise provided in the Contract and RFP, the Contractor shall obtain the consent of the Township of McKellar or designate in writing prior to subcontracting or permitting the subcontracting of any portion of the Work at any tier.

Infringement

The Contractor warrants that no Work furnished in accordance with this contract shall infringe upon any patent, registered industrial design, trademark, trade secret, copyrighted work or other intellectual property right. The Contractor at its sole cost and expense shall defend and hold harmless the Township of McKellar, its agents, employees and customers against any and all suits, actions and claims arising out of any and every charge of infringement.

Indemnification

The Contractor shall indemnify and save harmless the Township of McKellar from any and all claims, demands, causes of action, loss, costs or damages that the Township may suffer, incur or be liable for resulting from the performance or non-performance of the Contractor of his/her obligations under any resulting contract.

Invoicing

The Vendor will be solely responsible for invoicing the Municipality ensuring to include the Project Name on all invoices to ensure timely payment. All invoices are subject to prior review and approval by the Municipality and approved invoices will be paid on a net 30 calendar days from the date of invoice as per the Township of McKellar's standard terms of payment.

Conflict of Interest

All firms are required to disclose to the Township of McKellar prior to accepting the assignment any potential conflict of interest. If a conflict of interest does exist, the Township of McKellar may, at its sole discretion, withhold the assignment from the Contractor until the matter is resolved to the satisfaction of the Township. If, during the contract, a contractor is retained by another client giving rise to a potential conflict of interest, then the Contractor shall so inform the Township and if a significant conflict of interest is deemed to exist as determined by the Township, then the Contractor shall:

1. Refuse the new assignment, OR
2. Take such steps as are necessary to remove the conflict of interest.

Fraud or Bribery

Should the Contractor, any of his/her agents give or offer any gratuity to, or attempt to bribe any member of the awarding body, officer or servant of the Township of McKellar, or to commit fraud against the Township of McKellar, the Township shall be at liberty to declare the RFP void forthwith.