



360 Dibble St. West • Prescott ON K0E 1T0 • Tel: (613) 925-2812 • Fax: (613) 925-4381

## **Request for Proposal – Information Technology Maintenance and Support**

The Town of Prescott is inviting proposals for Information Technology Maintenance and Support to be submitted to **Matthew Armstrong by email to [marmstrong@prescott.ca](mailto:marmstrong@prescott.ca) by 3:00 p.m. eastern standard time, Thursday January 31, 2019.**

### **Purpose**

This is a request for proposals to identify a preferred Proponent and to initiate negotiations which, if mutually satisfactory, would lead to a three (3) year contract for the supply of services for Information Technology Maintenance and Support.

### **Background Information**

The Town of Prescott is a welcoming riverside community, rich in natural splendor and culture. Residents enjoy the scenic waterfront atmosphere of the St. Lawrence River, and enjoy the best of small-town living with all the conveniences of a large urban setting.

In proximity to major highways and the Ogdensburg-Prescott International Bridge, residents have quick access to major nearby cities, including Ottawa, Kingston, Montreal, Syracuse, New York, and other American urban centres.

Prescott offers a full range of urban services, including water and sewer systems that include capacity for residential growth. Expanding subdivisions and new condominium developments continue to offer new homes to existing and potential residents. There are also a number of heritage and historic homes that provide a glimpse into Canada's 19th century past, as well as beautiful residential and commercial opportunities.

Prescott is also home to over 85 acres of green space, including the RiverWalk Park, Centennial Park (which is host to the municipal beach, pool, and tennis courts), and the Heritage River Trail (alongside the War of 1812-era Fort Wellington National Historic Site).

### **Closing Date and Time**

Proposals shall be submitted prior to or by January 31, 2019 at 3:00 p.m. Eastern Standard Time. All proposals received after the specified closing time will not be considered. There will be no public opening for this RFP.

## **Municipal Contact**

Prior to submitting a Proposal, read the entire solicitation, including the Terms and Conditions, all addenda, any other documentation supplied by the Municipality for information purposes.

Proposals must be received on or before the stated closing date and time.

Any questions or concerns arising out of this RFP should be addressed to:

Matthew Armstrong  
Chief Administrative Officer and Treasurer  
Town of Prescott  
[marmstrong@prescott.ca](mailto:marmstrong@prescott.ca)

## **Terms and Conditions**

### **Acceptance**

The submission of a Proposal(s) indicates acceptance by the Proponent of the instructions, terms, conditions, and requirements or other information as set out in this RFP. Any variations from this information must be submitted in writing with the completed Proposal.

### **Proponent's Minimum Qualifications**

Proponents shall demonstrate that they have the resources and capability to provide the materials and services described herein:

- Currently a provider of Information Technology Maintenance and Support of similar size and scope.
- Demonstrate an understanding of legislation relevant to the local government environment.
- Have sufficient staffing, facilities, financial resources, and expertise to address the scope of the Information Technology Maintenance and Support services being offered.
- Demonstrate a commitment to providing reasonable annual continuity of experienced and qualified personnel.

## **Municipal Information Waiver**

All information contained in this document and any potential subsequent addenda, with respect to operations, qualities, values, description of properties, losses etc., are reasonably and realistically accurate to the best of the Municipality's knowledge however, accuracy is not guaranteed by the Municipality.

## **Expenses Incurred**

Submissions are made at the sole expense of the Proponent and the Municipality takes no responsibility for any expense incurred by a Proponent in preparing or submitting its proposal.

## **Conflict of Interest**

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

## **Legal Proceedings with the Municipality**

No Proposal will be accepted from any Proponent which has a claim or has instituted a legal proceeding against the Municipality or against whom the Municipality has a claim or instituted a legal proceeding with respect to any previous contract, bid submission or business transactions.

## **Rights Reserved**

The following are rights reserved by the Municipality:

- This request does not commit the Municipality to award a contract for Information Technology Maintenance and Support.
- The Municipality shall not be liable for any expense, loss or damage incurred or suffered by any Proponent as a result of a non-award of this Proposal call.
- The Municipality reserves the right to ultimately select, in its own best judgment, and at its sole discretion the firm it deems best qualified to carry out this agreement. The Municipality's determination will be final and not open to review or challenge, whether it is alleged that the selection is arbitrary or otherwise not in accordance with standard trade practice.
- The Municipality reserves the right to cancel, terminate or withdraw this Proposal call at any time or to accept or reject all or any part of any Proposal.
- The Municipality reserves the right to retain all Proposals submitted and to employ any concepts contained in a Proposal regardless of whether or not that Proposal is selected.

- The proposal with the lowest cost will not necessarily be accepted.
- The Municipality reserves the right to enter into further discussions in order to obtain information that will allow the Municipality to reach a decision with a Proponent, and to waive irregularities and omissions if, in doing so, the best interest of the Municipality will be served.

## **Evaluation Process**

### **Evaluation Committee**

An Evaluation Committee will evaluate each of the compliant Proposals received in accordance with the evaluation criteria as set out below and score the Proposals using a “consensus” approach, in relation to the criteria and points which are identified herein.

### **Presentation**

An award may be made solely on the basis of the offer received, without the Municipality seeking any clarification, meeting or presentation by the Proponent. Therefore, each Proposal should contain the Proponent’s best terms/information, including all required documentation and information as listed in the RFP.

No other Proponent is entitled to be present or to receive any information regarding the presentation of any Proponent. Representatives of the Proponent(s) invited to make a presentation shall be fully versed on the contents of the RFP and the Proponent’s Proposal.

### **Evaluation Criteria**

In recognition of the importance of the procedure by which a Proponent may be selected, the following criteria outlines the primary considerations to be used in the evaluation and consequent awarding of this contract (not in any particular order). Evaluation of Proposals will include but not be limited to the following:

- Understanding of services required
- Information Technology Maintenance and Support experience
- Personnel qualifications and experience
- Approach to maintenance and Support activities
- Additional services offered
- References
- Fee Proposal

The weighting of criterion will be as follows:

Criterion	Weight
Proposal Clarity & Comprehensiveness	15
Approach to maintenance & support services	15
Firm's experience in providing this type of service	15
Qualifications and experience of personnel	15
References and Ease of Transition	5
Fee Proposal	35
Total	100

## Submission Instructions

### Closing Time and Date

Proposals must be received no later than 3:00 p.m. E.S.T. on January 31, 2019. Proposals should be emailed with the following subject line: "RFP – Information Technology Maintenance and Support" at the following email address:

[marmstrong@prescott.ca](mailto:marmstrong@prescott.ca)

Any proposal received after this deadline will be rejected.

### Key Dates

The Municipality will conduct the RFP process according to the following dates. These dates are tentative and subject to change.

Task	Target Date
Issue RFP	December 20, 2018
Final date of receipt of proponents questions	January 23, 2019
Response to proponents questions	January 24, 2019
RFP Closed	January 31, 2019
Evaluation of Responses	February 1-15, 2019
Selection of preferred proponent	February 21, 2019
Council approval and award of contract	February 25, 2019

## Freedom of Information and Protection of Privacy Act

The Municipality is required by law to adhere to the requirements of the Freedom of Information and Protection of Privacy Act, as amended. Any Proponent who requires that the information in its Proposal be kept confidential shall explicitly advise the Municipality of that fact by stamping or boldly marking the information as "CONFIDENTIAL". Release of any information not marked as confidential will be in compliance with the Municipality's

policies and procedures. Proposal results may be reported to Council and the reports are released for public information.

### **Request to withdraw a proposal submitted**

Requests for withdrawal of a Proposal shall be allowed if the request is made prior to the closing date and time. Requests shall be directed to the Municipal Contact by email, by an Authorized Agent of the company, with a signed withdrawal request confirming the details. Telephone requests will not be considered. The withdrawal of a Proposal does not disqualify a Proponent from submitting another Proposal on the same RFP.

### **Adjustment to a proposal**

Adjustments by telephone, fax, email or letter to a submitted Proposal will not be considered. A Proponent desiring to make adjustments to a Proposal shall withdraw the Proposal and/or supersede it with a later Proposal submission prior to the specified Proposal closing date and time.

### **Proposal Returned Unopened**

A Proposal received after the closing time shall be noted and returned unopened to the Proponent, as soon as possible.

### **Submission of more than one proposal package**

- If two (2) or more Proposals are received for the same RFP in different emails, the email with the latest time and date received shall be considered the intended Proposal.

### **Receiving**

Once received, all Proposals will become the property of the Municipality.

### **Content Requirements**

#### **General Requirements**

Your Proposal must:

- Contain signed copies of any and all addenda that have been issued
- Include a signed Statement of Acceptance, attached as Schedule A
- Include responses to all requirements noted
- Be no larger than 100 pages in size, per proposal
- Be signed

## **Proposal Clarity & Comprehensiveness**

In order for the Evaluation Committee to conduct a careful evaluation of all Proposals received, Proposals must be clear, well ordered, detailed, and concise. The Proponent is therefore requested to provide detailed specifications and functional information.

The Proponent is requested to respond to each and every aspect of the RFP's objectives, expectations, specifications, schedules and requirements to allow for fair evaluation of the Proposal submissions.

## **Program Costs**

The Proponent shall provide a firm quotation for the following:

- Base monthly fees for the services being provided
- A complete list of inclusions and exclusions of services from the base monthly fees.
- Hourly or flat rates for services not included in the base monthly fees
- Percentage markup from cost of Information Technology hardware or software purchased through the Proponent
- A listing of any other fees including travel, meals, etc.

Note: All fees should be quoted excluding Harmonized Sales Tax (HST).

## **Corporate Profile**

Please include a brief profile of your firm indicating the scope of its practice, the range of activities performed by the firm such as Information Technology Maintenance and Support, feasibility studies, consulting, etc. Clearly identify the Proponent's contact person for this RFP, with phone number and email address. State the home office address as well as the address and phone number of any local office that will manage or assist in managing the services.

## **Firm's Qualification & Experience**

Please list current and past public sector clients and indicate the number of years your firm has worked with each client. Describe your experience and expertise as they relate to Information Technology Maintenance and Support.

## **Personnel Qualifications and Experience**

Provide the names and brief resumes of the key staff who would be most closely providing Information Technology Maintenance and Support to the Town of Prescott.

## **References**

The Proponent is to provide a minimum of three (3) references that can be contacted, where services of a similar scope/magnitude are currently being offered.

## **Comprehensive Approach to Service Provision**

Proposals must clearly show the firm's understanding of the work to be performed, approach, and commitment to perform the work within the time prescribed. This would include the approach to be used to gain an understanding of the Municipality's structure and systems as well as a proposed schedule and any specific techniques or processes to be used initially and on an ongoing basis.

## **Other Services**

Provide a description of the methodology to be used for keeping the Municipality abreast of any changes in the Information Technology landscape, new technologies, or legislation that would impact the systems of the Town of Prescott. Also, describe any non-maintenance and support services provided to other clients or innovative products offered by your firm that may be of interest to the Town of Prescott.

## **Service Requirements – Information Technology Maintenance and Support**

### **Background**

The Town of Prescott has 27 full-time employees and 7 members of Council across 5 sites. In the summer time the Town employs approximately 25 season employees. There is a server room at Town Hall and a smaller one at the Fire Department. Most of the end user devices are laptops with a few desktop computers. Employees also have cell phones and there is a fleet of approximately 25 iPads allocated to staff and Council.

A copy of the network diagram is available upon request.

### **Desktop Application Support**

- Patch management including 3rd party applications and OS updates on servers and workstations as they become available
- Include anti-virus monitoring and management (including assisting with removal of viruses, malware, spyware, etc.)
- Fully support users with SQL databases
- Support key applications ranging from, but not limited to, the Financial Systems, File Management System, Email system, building permit system, and any incoming new software
- License and Asset Management
- Perform support functions, including installing and configuring PCs, laptops, PDAs, printers, peripherals, office automation software

- Diagnosing and correcting desktop application problems
- Regular maintenance systems
- Timely updates to Desktop Operating system via updates and patch management, to be completed within a week of release
- Timely updates of Desktop Antivirus Signature Lists – within a week of release
- Office suite patch management – within a week of release
- Assist with configuring laptops and desktops for standard applications used in the Town of Prescott
- Assist with installation and configuration of new and existing printers, scanner and multifunction units
- Identifying and correcting end user hardware problems and performing advanced troubleshooting
- Provide installation of external client software application, which access backend applications; please see list of current software applications in Schedule A – Technical Environment.
- Maintain an up-to-date inventory of all Town computer related hardware and software and make this inventory available to Town personnel.
- Assist designated Town personnel with software and hardware purchases.
- Assist in development of software/hardware policies and procedures. Gather, store and provide as needed, all licensing information for all software installed on all Town's desktops and laptops.
- Assist Town staff to determine the need for hardware and software maintenance contracts on all assets in scope for Services.
- Facilitate corrections of failed hardware, with third party hardware service providers.

### **Managing server computer systems and networks, to include:**

- Regular server maintenance (monitor disk usage, firmware updates, deletion of temporary files, check disk, defragment, software updates)
- Create new virtualized servers as required
- Must be able to support Town's current firewall device inventory
- Assist with any internal or external connectivity issues
- Configuration of existing and newly purchased network equipment such as switches, routers, firewalls, NAS, SAN or other networking equipment
- Assist with the maintenance of Active Directory
- Assist with application integration.
- Database Installation, configuration, integrations, and optimization.
- Microsoft Office support and updates
- Operating System Patch Management and upgrades. Security administration to be completed within a week of release
- Recoverability and reliability of the Server Infrastructure, and all applications hosted on servers.
- Ensure scheduled preventive maintenance for equipment is properly and promptly performed.
- Maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance, back-up plan, and disaster recovery procedures.
- Management of user logins, and User access rights. Set up new users and edit or remove existing users on the server/Active Directory, and/or back end database, or applications as required.
- Provide controlled access to data storage repositories, administer user access shared directories across all departments as required.
- Server performance and capacity management services with reporting, when best practices thresholds are reached.

- Configuration management reporting, including changes, upgrades, patches, etc. Support of software applications as it relates to the server(s) and associated hardware.
- Coordinate with external applications support personnel to ensure application and service availability to Town staff.
- Coordinate activities of these external software vendors with application upgrades, patches, and fixes for complete integration to enable application availability.
- Gather, store, and provide as needed all licensing information for all software installed on all the Town's servers.
- Coordinate repair and maintenance work and ensure repairs are conducted in a timely fashion.
- The Proponent will facilitate corrections of failed hardware with third party hardware service providers.
- Assist Town staff to evaluate the need for hardware maintenance contracts on all assets in scope for these services.
- Ensure all data is backed up, and able to be recovered on demand.
- When required by the Town, the creation of new Virtual Machines using VM Ware/vSphere
- Work with Town's other vendors with regards to IT related issues.

### **Town Single Point of Contact for IT Services**

The Successful Respondent will be a single point of responsibility to address issues where there is uncertainty as to which supplier must remedy the problem. Oversee the resolution of the problem even when the work is being done by another supplier.

### **Network Administration Services**

- Scope of activity includes all Town's network equipment.
- Primary installation and maintenance of printers, network copiers/scanners, etc. Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades.

- Alert notification to designated Town personnel in the event of failure of network components.
- Complete proactive monitoring of network equipment including bandwidth utilization, CPU, Disk, and other performance indicators, with reporting when specified thresholds are reached.
- Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures.
- Router/Switch/Firewall setup, configuration, and optimization.
- Monitor network traffic and provide reporting of bandwidth usage

Any complete service outage will have Outage reports provided to the Chief Administrative Officer & Treasurer, or their delegate with 48 hours of an unscheduled outage. These reports will include what measures have been put in place to prevent this type of situation from occurring in the future.

### **Security**

- Provision and maintenance of virus detection programs on the Town's servers, email and all other Town computers and laptops.
- Configure Town systems to enable remote access in a secure, robust environment and provide remote access administration as requested by designated Town personnel.
- Configure and maintenance all Network and Network security appliance, including Switches, Routers, Firewalls, and proxy servers at are consider part of the Town total IT solution. Documentation of all security practices will be provided to the Town annually.
- Perform security audits as requested and notify Town personnel immediately of suspected breaches of security or intrusion detection.
- Perform email phishing testing of employee email accounts to educate and test employees to reduce risk.
- Run a yearly cyber risk and intrusion audit to determine possible vulnerabilities.
- Ensure proper security measures are in place for WIFI services provide to town staff, and to the public.

Any security breach will be reported immediately to the Information Services Project Manager and Director of Finance in the form of immediate email, phone call and within 24 hours, a written report detailing security breach, and potential impact to the Town.

### **Regular Planning**

Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems including, but not limited to, major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server, network and personal device issues. Make recommendations for future purchasing and technology needs. Install new servers, software and hardware and transfer data and files when acquired. Annual planning, review and design of core server, desktop, security and network systems.

### **Help Desk Services**

Town staff provide basic first level support to staff. When escalation is required, Town staff will escalate issues and seek help from the Successful Respondent's staff. At minimum, the Successful Respondent's service desk must be available from at least 8:30 AM – 5:00 PM Monday to Friday.

In case of emergency, after hours support is required.

Service tickets are to be provided for all calls. Monthly reports must be provided containing details on all calls, tickets opened, closed, and resolution documentation.

It is desirable for Town staff to have WEB access for status updates on tickets open.

### **Technology Infrastructure**

The Town requires a Proponent to assess the Town's Technology infrastructure as part of their State of Good Repair program plan.

The Successful Respondent will be expected to familiarize themselves with the Town's infrastructure when the contract begins at no additional cost to the Town.

- Assess backend Microsoft Servers Server Infrastructure State of Good Repair, which may include Operating system upgrades, or application services upgrades to provide an improved end user experience. Objective will to be on Standard Server operating system on all Servers.
- Review and make recommendations on State of Good Repair of VMWARE Environment.
- Review performance metrics on existing Hardware Infrastructure; recommend re-sizing of the existing configuration or replacement Hardware, or Hardware expansion (Memory, disk, Network adapters, CPU).

- Migrate existing VM's and their hosted applications to new hardware if required to ensure acceptable performance levels, to improve the end user experience.
- Perform a capacity and performance review of existing storage infrastructure, The Proponent will make recommendation on replacement of storage infrastructure (if required). Where possible, reallocation of existing storage should be considered, if replacement is required. Ensure storage infrastructure is deployed to optimize performance, and with appropriate redundancy to ensure services availability.
- Migrate all storage data over to new infrastructure, and ensure full integration of all servers, and devices accessing the Centralized Storage Service. Recommendations to include year for storage device migrations, as part of the strategic plan.
- Review current backup and recovery procedures currently in place, and make recommendation for new backup infrastructure if required.

As part of the Service maintenance and support program, it is required to ensure enterprise systems management technology is put in place to enable systems system monitoring, event management, notification, performance reporting of all Technology Infrastructure components of the above solution.

### **Alternative Requirements**

The above describes the current requirements of the Municipality, however, it should be noted that alternative Proposals, are welcomed and encouraged.

### **Contract with Successful Proponent**

#### **Contact Terms and Conditions**

The Contract with the Successful Proponent will contain the following Contract Terms and Conditions. Proponents taking exception to these terms and conditions or intending to propose additional or alternative language must:

- Identify the specific terms and conditions to which they take exception or seek to amend or replace; and
- Include any additional or different language with their Proposal.

Failure to both identify with specificity those terms and conditions the Proponent takes exception to or seeks to amend or replace as well as to provide Proponent's additional or alternate contract terms may result in rejection of the Proposal. While the Municipality may accept additional or alternate language if so provided with the Proposal, the Terms and Conditions marked with an asterisk (\*) are mandatory and non-negotiable.

## **Contract Term**

It is expected that the term of the Contract shall be for a period of three (3) years commencing with services on March 1, 2019 and end on February 28, 2022.

Should the Municipality exercise the right to extend this Contract, the Successful Proponent and the Municipality shall enter into negotiations to determine the new rates for services listed in this RFP. Only upon satisfactory negotiations of both parties shall the Contract be extended for an additional maximum of three (3) years. All rates negotiated for each Contract extension shall remain firm for the entire extension.

## **Procedures**

The Successful Proponent shall not comply with requests and/or orders issued by any individual other than the Chief Administrative Officer & Treasurer or his/her authorized representative(s) acting within their authority for the Municipality. Any change to the Contract must be approved in writing by the Chief Administrative Officer and Treasurer and the Successful Proponent.

## **WSIB Clearance**

The Proponent certifies that it is in full compliance with the Workplace Safety and Insurance Act.

## **Indemnification**

The Successful Proponent must agree to keep the Municipality indemnified against any and all claims, actions or demands that may be brought, made or arise in respect of anything done or omitted to be done by the Successful Proponent or its employees who shall be and remain at all times and for all purposes, the servants or employees of the Successful Proponent, save and except to the extent that such claims, actions or demands arise from or relate to the negligence, wrongful act or omission of the Municipality, or any of its officers or employees.

## **Accessibility for Ontarians with Disability Act (AODA)**

The Proponent will provide the Municipality with documentation indicating that training in accordance with the requirements of Regulation 429/07 has been provided to all of their staff who will be providing goods and services on behalf of the Municipality.

## **Assignment of Contract**

This Contract may not be assigned in whole or in part without the written consent of the Treasurer.

## **Termination**

The Municipality reserves the right, without prejudice, to cancel the remaining years of the Contract, by providing 30 days' notice in writing if dissatisfied in any way with performance, or any other elements of the service provided.

## **Contractual Disputes**

In the event of a dispute between the Municipality and the Successful Proponent, both parties agree to appoint representatives, who in good faith, will use their best efforts to resolve the dispute.

Should the representatives be unable to promptly resolve the dispute, both parties shall agree to continue the work as required being understood that neither party will jeopardize any claim that they may have.

## **Severability**

In the event that any provision shall be judged or decreed to be invalid, such ruling shall not invalidate the entire Agreement but shall pertain only to the provision in question and the remaining provisions shall continue to be valid, binding and in full force and effect

## **Non-exclusive**

Any Contract awarded as a result of the RFP will be non-exclusive. The Municipality may, at its sole discretion, purchase the same or similar services from other sources during the term of the Contract.

## **Cancellation**

Any contract termination by the Proponent will require sixty (60) days' notice to the Municipality unless otherwise noted and agreed to by the Municipality.

## **Governing Law**

Any Contract resulting from this RFP shall be governed by and interpreted in accordance with the laws of the Province of Ontario.

## Signing Page (Appendix A)

All response should be signed:

I/We certify that the information provided in this RFP Response Document is true and complete.

I/We declare that no employee of the Town of Prescott is or will become interested, directly or indirectly as a contracting party or otherwise in the supplies, work or business to which it relates or in any portion of the profits thereof, or in any such supplies to be therein or in any of the monies derived there from.

I/We further declare that the undersigned is empowered by the Proponent to negotiate all matters with the partnering municipality's representatives, relative to this Proposal.

I/We further declare that the agent listed below is hereby authorized by the Proponent to submit this Proposal and is authorized to negotiate on behalf of the Proponent.

Legal Company Name:	
Respondent's Signature:	
Respondent's Printed Name:	
Respondent's Title:	
Email:	
Business Phone:	
Business Fax:	