



STE. ANNE MUNICIPALITY

REQUEST FOR PROPOSALS

Outsourced IT Management Services

FOR THE YEARS 2022 – 2024 INCLUSIVELY

Proposals for this work will be received at:

The Rural Municipality of Ste. Anne
Attn: Nadine Vielfaure
395 Traverse Road
Box 6 Grp 50 RR1
Ste. Anne, MB R5H 1R1

until 11:00 A.M. on **Wednesday, December 8, 2021.**

Envelope/Email to be clearly marked: **Proposal for Outsourced IT Management Services**

For inquiries contact:

Nadine Vielfaure, CMMA
Interim Acting Chief Administrative Officer

Phone: 204-422-5929

Email: acao@rmofsteanne.com

REQUEST FOR PROPOSAL (RFP)

The RM of Ste. Anne invites you to respond to the Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide IT managed services to the RM of Ste. Anne over a 3 year period, beginning January 1, 2022 and ending no later than December 31, 2024. Following the initial term, there may be the possibility of renewing this contract.

1. INTRODUCTION TO THE RM OF STE. ANNE

The RM of Ste. Anne is located approximately 30 km south-east of Winnipeg, and covers 5 Townships, including Parish of Ste. Anne River Lots, but excluding the Town of Ste. Anne. The 2016 Canadian Census population count for the RM of Ste. Anne is 5,003, which includes a few settlement centers as well as the Local Urban District of Richer. The Town of Ste. Anne has its own Local Government, and as such does not fall under the jurisdiction of the RM of Ste. Anne.

- The RM of Ste. Anne is governed by seven Council Members.
- The Local Urban District of Richer has three elected Committee Members.
- The Municipal Office is located just south of the Town of Ste Anne.
- The Public Works Shop consists of two separate buildings on the same property as the Office.
- LUD of Richer Committee Hall is located in the Town of Richer.
- The Richer Fire Department is located on the same property as the LUD Hall.
- The Giroux Fire Hall is located in the Hamlet of Giroux.
- The Lagoon Equipment Shed is roughly a quarter mile from the Municipal Office grounds.

2. OVERVIEW OF THE RM OF STE. ANNE'S TECHNICAL ENVIRONMENT

- The contract would be overseen by the Chief Administrative Officer;
- There are currently 10 PC's with battery backups, 16 Laptops and 3 tablets within our entity, mainly at two locations; some laptops are configured to work-from-home. More may be added over time;
- There is one server;
- There is one audio-visual system;
- There are two networks (Swift & BellMTS);
- The network includes various equipment including printers, copiers, scanners, etc.;
- Currently back ups are done daily, with weekly backups taken to an offsite location;
- Software includes Windows 10 Professional, Windows 7, Sonic Firewall & Microsoft 365 licences among others;
- Networked phone system;
- 10 cell phones;
- Networked security camera and alarm systems at the Shop, Lagoon, Office, Recycling Shed area;

3. SCOPE OF WORK TO BE COMPLETED

The Rural Municipality of Ste. Anne requests proposals from qualified organizations to provide IT management services for the entire Municipal operations. The proposal will cover the fiscal period from January 1, 2022 to December 31, 2024 inclusive and is subject to the approval of Council.

As part of this RFP, the following services are the current priority items for the Municipality:

- **Remote backups** – Executing a nightly backup plan for the server, including a regularly tested recovery process;
- **Technology strategy planning** – Working with staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community;
- **Solution Design** – Solution packages (e.g., hardware, software, licensing) and associated consolidation of data;
- **Network and email system monitoring** – 24/7 monitoring of the municipality’s network and email services with proactive communication and escalation protocols based on the severity of any unscheduled outages;
- **Procurement management** – Selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts;
- **Move, Add, Change** – Changes to the location or configuration of existing equipment or software, and installation of additional equipment or software;
- **Warranty, break fixes and installation** – Planned and on-call services, including emergency response to server issues;
- **Technical Support** – Ability to support the Municipality’s inquiries as required, via help desk or other, including support for remote users;
- **Unit evaluation and testing** – Formal evaluation of new hardware;
- **Configuration** – Full assembly of hardware and software, including testing and burn-in;
- **PC Deployment** – Delivery and setup of machines on-site;
- **Asset Inventory** – Tagging and tracking of inventory;
- **Life Cycle Management of hardware units** – Process for end-of-life notification, replacement and asset decommissioning/disposal and associated budgetary considerations;
- **Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation;
- **Document Security and Password Management Systems**
- **Website Management (Optional)**
- **Other services your organization may offer**

4. SELECTION CRITERIA

The Municipality will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in the proposals. The following list summarizes the major qualitative areas that will be evaluated, among others:

- Industry expertise and experience;
- Demonstrated customer service quality and support;
- Previous relevant experience;
- Vendor strength and stability;
- Account Management;
- Reporting Capabilities;
- Financial Considerations.

5. RESPONSE CONTENTS AND FORMAT

Please complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the consideration of your potential as a partner.

6. INFORMATION REQUIREMENTS

For the purposes of understanding more about your company and your ability to successfully fulfill this important requirement, please provide the information below as part of your response, clearly referencing each specific question.

7. CORPORATE INFORMATION

1. Give a brief overview of your organization's involvement in providing IT value added services in the marketplace.
2. How long has the organization been in this business?
3. In what Canadian cities do you maintain offices?
4. Indicate the number of employees in your organization. How many of those employees are dedicated to account management and/or technical support?
5. How many are full-time vs. contract?
6. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
7. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
8. Please describe your organization's experience in transitioning clients to public or private cloud technology from more traditional IT service models.
9. Please provide details of three current customer accounts that are similar in scope and requirements to those of the Municipality.
10. Elaborate on your organization's security and confidentiality policies and protocols.

8. PROPOSED APPROACH AND SOLUTION

1. Please provide a proposed work plan for a migration to your organization as an RM of Ste. Anne preferred vendor. Specifically, provide the following information:
 - i. Key Activities
 - ii. Timing
 - iii. Information/resource requirements from the RM of Ste. Anne
 - iv. Deliverables
 - v. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what RM of Ste. Anne resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?
3. Please identify the team that will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services to the Municipality.
4. Please describe your experience in providing the following value-added services:
 - a. Remote Backup
 - b. Technology strategy planning
 - c. Solution Design
 - d. Network and email system monitoring
 - e. Procurement Management
 - f. Move, Add, Change
 - g. Warranty, break fixes and installation
 - h. Technical Support, including remote user support
 - i. Reporting and Communication
 - j. Unit evaluation and testing
 - k. Implementation planning and guidance
 - l. Image development and management services
 - m. Image loading
 - n. Configuration
 - o. PC deployment
 - p. On-site implementation of business applications
 - q. Asset inventory management
 - r. Life cycle management of hardware units
 - s. Software licensing control
 - t. Warehousing
5. Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support.
6. Can you provide specific examples of how you have worked with customers that began with significant technology limitations and helped to successfully transform them into organizations with well planned and executed technology strategies? What were the critical success factors in this transformation?
7. How can we be confident that hardware pricing levels will be aggressive and will remain highly competitive over a multi-year period during which new models may be introduced?

9. SUPPORT

1. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.
2. Please provide details on your standard reporting capabilities.
3. Describe any user groups, websites, newsletters, conferences, or any other means of support for sharing information and soliciting service feedback.
4. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
5. The RM of Ste. Anne user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

10. FINANCIALS

1. Describe the pricing model(s) that you typically employ for your standard services.
2. What is the standard markup that you charge on the following types of technology units:
 - a. Desktops
 - b. Laptops
 - c. Servers
 - d. Other Hardware
 - e. Software
 - f. Off-site (Cloud) Backups
 - g. Website updates
3. Please indicate the charges associated with each of the following services in Canadian dollars, including the key driver of each cost and whether it is included in a standard per-unit cost vs. charged on an ad hoc basis:
 - a. Remote Backup
 - b. Technology strategy planning
 - c. Solution Design
 - d. Network and email system monitoring
 - e. Procurement Management
 - f. Move, Add, Change
 - g. Warranty, break fixes and installation
 - h. Technical Support, including remote user support
 - i. Reporting and Communication
 - j. Unit evaluation and testing
 - k. Implementation planning and guidance
 - l. Image development and management services
 - m. Image loading
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 - q. Asset inventory management
 - r. Life cycle management of hardware units
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 - t. Warehousing

11. COMMUNICATIONS AND RESPONSE

Nadine Vielfaure is the designated RM of Ste. Anne representative for this initiative. For any information relative to the RFP, please direct all inquiries to her contact information as follows:

Nadine Vielfaure, CMMA
Interim Acting Chief Administrative Officer
RM of Ste. Anne
acao@rmofsteanne.com
204-422-5929

12. RESPONSE DELIVERY INSTRUCTIONS

Please submit an electronic copy of your proposal in .pdf format to the email address indicated in the Communications and Response section above. All responses must be received on or 11:00 A.M. on **Wednesday, December 8, 2021**.

13. NO OBLIGATION

The submission of a proposal shall not in any manner oblige the RM of Ste. Anne to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.

14. AGREEMENT OF NON-DISCLOSURE

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of the RM of Ste. Anne solely for the benefit of the RM of Ste. Anne.

15. NO GUARANTEE

The RM of Ste. Anne makes no guarantee of future volumes and offers volume information for directional purposes only, to assist vendors with proposal preparation.