



Renfrew
INC • 1858
Bridging Charm and Convenience

TOWN OF RENFREW
127 Raglan Street South
Renfrew, Ontario
K7V 1P8

Request for Proposal for Information Technology Maintenance and Support

RFP 2024-27-FCS

SECTION I – PROPOSAL INFORMATION

Background

The Corporation of the Town of Renfrew, hereinafter referred to as the “Town”, is requesting 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 service for Information Technology Maintenance and Support.

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.

The Town of Renfrew, situated along the Bonnechere River in the heart of the Ottawa Valley, both embraces its rich history, and is committed to progress. Less than an hour from the amenities of the Nation’s Capital, the Town offers exceptional educational opportunities, affordable residential prices and a low crime rate coupled with a strong agriculture tradition and presence to satisfy every interest and provide personal growth opportunities for all.

1. Registration as a Bidder

It is mandatory that you register as a bidder with the Corporation of the Town of Renfrew. **Failure to register will result in non-acceptance of your submission.**

Please remit Name of Company, Name of Contact Person and Contact Information to:

Ashley Robertson, Purchasing Assistant, Town of Renfrew
Email: arobertson@renfrew.ca

All communications must reference **RFP 2024-27-FCS** in the subject line.

2. Proposal Documents, Drawings, Addenda & Appendix

The bidder shall verify that these proposal documents are complete and assume responsibility to view/download/print the Proposal Requirements, addenda and any related information not included with this document. The bidder is required to go to the



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Town's website where under the description of this proposal you will find links to the Proposal Requirements, addenda and any related information not included with this document.

The Town will issue any changes/additions/deletions to the proposal or terms and conditions. Any and all addenda issued by the Town shall form an integral part of the document. The cost of complying with the addenda requirement (if any) shall be included in the price submitted by bidders. The Town will assume no responsibility for oral instruction or suggestion.

Any and all addenda issues prior to the closing date will be posted on the Town's website and www.biddingo.com for downloading by bidders. It is the bidder's sole responsibility to download and review all Addenda, and acknowledge that Addenda were downloaded, and that the pricing quoted includes the provision set out in such Addenda. Addenda will not be sent to bidders via facsimile or e-mail.

Each Bidder must satisfy themselves, by their own study of the proposal documents and related information, as to the practicality of completing the work successfully as described. There will be no consideration of any claim after submission of proposals that there is a misunderstanding with respect to the conditions imposed in the Agreement.

3. Communications

Questions related to this proposal, specifications or the intent of the proposed work and requirements are to be directed to the Municipal Contact listed by **2:00pm October 31st, 2024**.

All communications must reference **RFP 2024-27-FCS** in the subject line.

Municipal Contact: Ashley Robertson, Purchasing Assistant, Town of Renfrew
Email: arobertson@renfrew.ca

Where a Bidder finds discrepancies or omissions in the proposal requirements, or other proposal documents or instructions, or otherwise requires any clarification, the Bidder should contact the Town in writing by email as noted above. Note that no oral explanation or interpretation shall modify any of the requirements or provisions of the proposal documents.

Where the Town deems that an explanation or interpretation is necessary or desirable, an addendum may be issued. It is the bidder's sole responsibility to check for addenda issues and download same. Acknowledgement of Addenda on the Form of Proposal is a mandatory requirement. Failure to acknowledge addenda will result in your proposal being deemed non-compliant and not eligible for award.



4. Retrieval of Official Documentation

Only documents provided to Bidders by the Town or found on Biddingo are to be considered the **official** documents. The Town accepts no responsibility for the accuracy of information found on other websites. The onus is on the bidder to check the Town's website and Biddingo's website to verify they have received all relevant information. The Town reserves the right to not accept a bid submission if determined that the documents have been altered from the Town's own official documents.

5. Delivery and Official Closing Time of Proposals

All submittals shall be in sealed envelopes with covering pages (Mailing Label) supplied by the Town with 1 original, 1 additional copy, and delivered to:

Renfrew Town Hall

127 Raglan Street South

Renfrew, ON K7V 1P8

Attention: Ashley Robertson, Purchasing Assistant

Proposals must be received no later than **10:00 am November 15th, 2024**. The time clock in the main counter service area at the Renfrew Town Hall Office is the official time for the deadline for submission. The Town is not responsible for submissions which arrive late or are not properly marked.

Proposals shall be officially opened after closing time by the opening committee. No prices are to be read out, with prices being included as part of the proposal, however, only once the award is made and approved by Council, the report recommending such award shall be a matter of public record, unless otherwise determined by Council.

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 and be delivered in hard copy or 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.

Fax and email proposal submissions shall not be accepted.

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.



Form of Proposal & Detailed Work Plan

The Form of Proposal & Detailed Work Plan submission shall contain the following information. The Form of Proposal shall be completed and included as an appendix to the Proposal.

Proponent's Minimum Qualifications

Proponents shall demonstrate that they have the resources and capability to provide the materials and services as 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.

Bidders shall identify and include any costs believed not to be covered in this RFP information package, but considered necessary for completion of the assignment and shall specifically identify them in the proposal.

For the Proposal, the respondent should use the following Table of Contents as a guideline for their submission:

- Introduction
- Corporate Profile
- Firm's Qualification & Experience
- Personnel Qualifications and Experience
- References
- Comprehensive Approach to Service Provision
- Other Services
- 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.

6.1 Financial Proposal

Financial Proposals are to be submitted as part of the proposal. The consultant is to provide a firm quotation, inclusive of all fees, disbursements, and taxes, in accordance with the requirements detailed herein and in the Consultant's proposal. The Town reserves the right to review and score the financial proposal for Parts A and B



independently or in combination. The consultant shall use the hourly rates that will be billed through the entire project (no COI increase over duration of the project). In order to allocate the score for the Financial Proposal, a “Benchmark Price” will be determined by taking the average “Base monthly fees” from all of the financial proposals that are opened. Marks will be awarded based on the following table:

Deviation (+/-) of Benchmark Price	Available Mark (20)
0% - 5%	20
6% -10%	18
11% - 15%	16
16% - 20%	14
21% - 25%	12
26% - 30%	10
31% - 35%	8
36% - 40%	6
41% - 45%	4
46% - 50%	2
> 51%	0

6.2 Proposal Evaluation

The contents of the proposal should address the evaluation criteria outlined below and will be scored in relation to the points that are stipulated.

Only the proposals deemed acceptable by the Project Authority will be considered for advancement. The decision will be based on evaluation criteria items outlined below.

Detailed Work Plan Evaluation	Point Allocation
Proposal Clarity & Comprehensiveness	15
Approach to maintenance & support services	15
Firm’s experience in providing this type of service	20
Qualifications and experience of personnel	20
References and Ease of Transition	5
Overall Presentation and Proposal	5
Financial Proposal	20
Total	100

Only the proposals deemed acceptable by the Project authority will be considered for advancement. The decision will be based on evaluation criteria items number one (1) through seven (7) outlined above.



7 Consultant Selection Timeline

The expected timeline for Consultant Selection is as follows:

Task	Target Date
Request for Proposal Issued:	October 25, 2024
Question Deadline:	November 6, 2024
Town Published Addendum (if applicable):	November 8, 2024
Closing date for Proposal Submissions:	November 15, 2024
Anticipated Award (on or about):	November 22, 2024

8 Evaluation Team

The Town’s Evaluation Team will consist of representatives of the Town, including the Treasurer/Director of Finance & Corporate Services and Deputy Treasurer.

9 Consultants to Investigate

Consulting firms submitting a proposal shall understand and acknowledge that while this Request for Proposal outlines the scope of work and specific requirements, the Consultants shall satisfy themselves by such a means as they prefer, as to the extent of work required to complete the assignment.

10 Agreement

Prior to commencing work on the project, the successful Consultant will enter into an Agreement for Professional Consulting Services with the Town based on the Town’s Request for Proposal Information Package and the Consultant’s submitted Proposal.

11 Town’s Purchasing Policies

The Town’s Purchasing Policies and Procedures By-Law forms an integral part of this proposal document. The Policy and Procedures apply to this proposal process.

12 Insurance

- a. The Consultant shall ensure that all insurance coverage including all provisions relating to insurance coverage set out in this section are in place prior to the commencement of services pursuant to this Agreement.
- b. During the Term of this Agreement, and any renewal or extension thereof, the Consultant will, at its expense (including the cost of deductibles) maintain in effect, with an insurer licensed in Ontario:
 - (i) a contract of **General Liability Insurance** for its operations, with limits of not less than Two Million (\$2,000,000) Dollars, exclusive



of interest or costs per occurrence, including coverages for defense and claimants' costs, and coverages for:

- personal injury including death;
- property damage or loss (direct or indirect and including loss of use thereof);
- broad form property damage;
- contractual liability;
- non-owned automobile liability;
- products – completed operations;
- contingent employers liability;
- cross liability;
- severability of interest; and
- blanket contractual liability.

The policy of insurance shall name the Town of Renfrew and the Province of Ontario as an additional insured with respect to its interest in the operations of the Consultant; shall provide that the policy shall be non-contributing with, and apply only as primary and not as excess to any other insurance available to the Town; and shall also provide that neither the Consultant nor the insurer shall cancel, materially change or allow the policy to lapse without first giving the Town thirty days prior written notice.

(ii) a policy of **Professional Liability Insurance** or other errors and omissions insurance covering claims and expenses for liability for loss or damage arising from negligence in the provision of the Services, of standard wording, with coverage of no less than Five Million (\$5,000,000) Dollars exclusive of interest or costs per occurrence; and

(iii) a policy of **Motor Vehicle Liability Insurance** of standard wording, covering motor vehicles owned, leased or operated by or on behalf of the Consultant, in connection with the Services provided or to be provided under this Agreement, with coverage of not less than Five Million (\$5,000,000) Dollars exclusive of interest or costs per occurrence and equipment leased, borrowed, rented or operated with coverage of not less than Five Million (\$5,000,000.) exclusive of interest or costs per occurrence; and

c. Every policy of insurance shall contain either no deductible amount or a deductible amount which is reasonable considering the financial circumstances of the Consultant. The Consultant shall be responsible to pay all deductible amounts.



- d. No policy shall contain any provision which would contravene the obligations of the Consultant hereunder or otherwise be to the detriment of the Town.
- e. The Consultant shall provide or cause to be provided to the Town, within seven (7) days of award of Contract, a certificate from its insurer which shows that the policy or policies placed and maintained by it complies with the requirements of this agreement. No review or approval of any such insurance certificate by the Town's rights or the Consultant's obligation contained in this Agreement.
- f. If at any time the Town is of the opinion that the insurance taken out by the Consultant is inadequate in any respect, it shall forthwith advise the Consultant of the reasons therefore and the Consultant shall forthwith take out additional insurance, if available, satisfactory to the Town.
- g. The taking out of insurance shall not relieve the Consultant of any of its obligations under this agreement or limit its liability hereunder.
- h. All policies of insurance shall be:
 - i. written with an insurer licensed to do business in Ontario;
 - ii. in form and content acceptable to the Town acting reasonably;
 - iii. be non-contributing with, and will apply only as primary and not excess to any other insurance available to the Town; and
 - iv. contain an undertaking by the insurers to notify the Town in writing not less than thirty (30) days before any material change, cancellation, lapse or termination of the policies.
- i. Failure to provide the aforementioned insurance will result in the withholding of payments or at the sole option of the Town, forfeiture of the Contract.

13 Health & Safety and WSIB

The successful Proponent is required to conform with the Occupational Health and Safety Act related to the performance of the contract. In addition, the successful Proponent will be required to supply to the Town a valid verifying Independent Operator's Status. A new clearance certificate is required every sixty (60) days.

14 Irrevocable

Proposals are irrevocable for 90 calendar days from date of Proposal closing. All proposals shall be and remain irrevocable unless withdrawn prior to the designated closing time.



15 Legible

All proposals must be legible and written in ink or typewritten. Corporate seals are requested, but are not mandatory.

16 Right to Reject or Not Open

The Town reserves the right to reject any or all proposals, and the lowest or highest as the case may be will not necessarily be accepted. The right is reserved to accept the whole or any part of the proposal.

Should the Town receive only one (1) qualified and duly executed bid submission on commodities/services that have known multiple source potential, the right is reserved to recall the competition.

The Town reserves the right **not** to open a bid call should the Town deem, in its opinion, to have received an inadequate number of bid responses to the bid call and further the right is reserved to cancel and recall the competition. Unopened bids will be returned to all vendors who responded.

The Town reserves the right not to accept a proposal from any person or corporation which includes all related corporations who, or which, has a claim or instituted a legal proceeding against the Town or against whom the Town has a claim or instituted a legal proceeding with respect to any previous contracts, bid submissions or business transactions who is listed as either the proposed general contractor or sub-contractor or vendor within the submitted proposal.

17 No Claim for Compensation

Except as expressly and specifically permitted in these Instructions to Proponents, no Consultant shall have any claim for any compensation of any kind whatsoever, as a result of participating in this RFP, and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.

The Town assumes no responsibility or liability for costs incurred by the Consultants prior to the entering into of a written contract.

18 Subject to Budget Provision

Should qualified bid submissions exceed the Town budget provision for this project the Town reserves the right to reject or recall the proposal.

19 Adjustments Prior to Closing

Adjustments to submitted proposals by telephone, fax, or email shall not be considered. A bidder wishing to make adjustments to a submitted proposal must supersede it with a later proposal, and received on or before the closing time.



20 Proposal Advertising

Proposal advertising is made available through the following: the Town's website www.renfrew.ca and www.biddingo.com

21 Intellectual and Proprietary Rights

Upon award, all trade secrets, copyright patents and other intellectual and proprietary rights are and remain the property of the Town. Also, all artwork and print production devices will become the property of the Town.

22 No Additional Content

Sketches, rendering or models illustrating the content of the proposal are not to be supplied and will not be accepted by the Town.

23 Conflict of Interest

The Town reserves the right to disqualify a Proposal where the Town believes a conflict of interest or potential conflict of interest exists in regard to the Consultant and the intended project.

The successful Consultant shall work solely and exclusively in the interests of the Town at all times to ensure that the project is successfully completed. The Consultant must identify current claims, potential claims, or disputes against the Town, if any, that the firm is involved with. The Consultant must identify current developer and development interest that the firm has in the service area, if any. This information and any conditions attached to the Proposal will be considered in the Town evaluation.

Any member of the Council shall claim pecuniary interest if he/she is, will be, or has become interested, directly or indirectly as a contracting party, partner, stockholder, surety or otherwise howsoever in or in the performance of the said contract, or in the supplies, work or business in connection with the said contract or in any portion of the profits thereof, or any supplies to be used herein, or in any of the monies to be derived there from.

No person, firm or corporation other than the bidder has any interest in this Proposal or in the proposed contract for which this Proposal is made and to which it relates.

This Proposal is made by the bidder without any connection, knowledge, comparison of figures or arrangement with any other person or persons making a Proposal for the same work and is in all respects fair and without collusion or fraud.

No officer or employee of the Town is, will be, or has become interested, directly or indirectly as a contracting party, partner, stockholder, surety or otherwise howsoever



in or in the performance of the said contract, or in the supplies, work or business in connection with the said contract or in any portion of the profits thereof, or any supplies to be used herein, or in any of the monies to be derived there from.

24 Failure or Unsatisfactory Performance

The Town reserves the right to remove from eligibility to submit bids for an indeterminate period, the name of any Bidder for failure to accept a contract with the Town, or the name of any Bidder for unsatisfactory performance of a contract with the Town.

25 Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

Please note that the Municipal Freedom of Information and Protection of Privacy Act, as it relates to municipalities and local boards, came into force on January 1, 1991. It sets out certain rules regarding the disclosure to third parties of information held by municipalities and local boards.

All written proposals received by the Town of Renfrew become a public record. Once a proposal is accepted and a contract is signed, all information contained in them is available to the public, including personal information.

26 Public Opening

The Request for Proposals will be opened by the Evaluation Team at a public opening to be held at The Renfrew Town Hall, on **November 15th, 2024, at 10:00 am** following the closing of the Proposal call.

Please note that the opening will acknowledge receipt of submitted proposals only. Prices and detailed information will not be released.

The Town of Renfrew will endeavor to administer the proposal process in accordance with the terms and dates outlined; however, it reserves the right to modify the activities, timeline, or any other aspect of the process at any time, as deemed necessary.

27 Town Not Employer

The Proponent agrees that the Corporation of the Town of Renfrew is not to be understood as the employer to any successful Proponent nor to such Proponent's personnel or staff for any work, services, or supply of any products or materials that may be awarded as a result of this Proposal document. It is understood that the successful proponent will act as an independent contractor. Also, in accordance the Occupational Health and Safety Act, the successful Proponent herewith agrees to be the "constructor" as defined under this act.



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28 Accessibility of Ontarians with Disabilities Act (AODA)

The Accessibility of Ontarians with Disabilities Act, 2005 (AODA), is a law passed by the Ontario legislature that allows the government to develop specific standards of accessibility and to enforce them. The standards are made into laws called regulations, and they provide the details to help meet the goal of the AODA, which is a fully accessible Ontario by 2025. The AODA is the foundation on which the subsequent accessibility standards are built. These standards include the Accessible Customer Service Standard, *Ontario Regulation 429/07*; the Integrated Accessibility Standards (encompassing Information and Communications, Employment and Transportation), Ontario Regulation 191/11; and finally, the Built Environment Standard, which is not yet law.

In 2007, the Ontario Government adopted the AODA Standard, *Ontario Regulation 429/07*, respecting Accessibility Standards for Customer Service. All public sector organizations in Ontario, including the Town of Renfrew, must comply with this regulation by January 1, 2010. The Accessibility Standard for Customer Service also applies to third parties that provide goods and services to members of the public on behalf of a public sector organization.

It is the successful Bidder's responsibility to ensure that it is fully aware of, and meets all requirements under the AODA and associated regulations.

Further information on compliance can be found at the Ministry of Communication and Social Services website:

<http://www.mcsc.gov.on.ca/mcss/english/pillars/accessibilityOntario/accession/compliance>.



SECTION II – INFORMATION PACKAGE

Scope of Services

This project will include, but not be limited to, the following major tasks:

Service Requirements – Information Technology Maintenance and Support Background

The Town has approximately 70 full-time employees, and 7 members of Council, across several sites, including but not limited to, Town Hall, myFM Centre Recreation Complex, Fire Hall, and Municipal Garage. In the summer the Town employs approximately 20 seasonal employees. Most of the end user devices are laptops with a few desktop computers. Most of the end user devices are Dell brand. Employees also have cell phones and there are approximately 12 tablets allocated to staff and Council. Support for cell phones is limited to access to email.

Initial Assessment and Report

An initial Assessment that includes a review of the inventory, update network diagram, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted at the start of the contract and each August 1 if the contract is in force. The plan must prioritize projects and estimate implementation costs and timeframes for recommended changes. This is to allow for necessary budget planning for the upcoming year.

Laptop/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, printers, peripherals, office automation software
- Diagnosing and correcting desktop application problems
- Regular maintenance on 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
- Configuration of laptops and desktops for standard applications used in the Town
- 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
- 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 3rd 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 Sever 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 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 3rd party hardware service providers.
- Assist Town staff to evaluate the need for hardware maintenance contracts are 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
- 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.

- 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/Director of Finance & Corporate Services, 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

Any security breach will be reported immediately to the Chief Administrative Officer & Treasurer/Director of Finance & Corporate Services in the form of immediate email, phone call. Within 24 hours, a written report detailing security breach, and potential impact to the Town will be required.

- Provision and maintenance of virus detection programs on Town's servers, email and all other Town's 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 of 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.
- Ensure proper security measures are in place for WIFI services provide to town staff, and to the public.



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 7:30 AM – 5:00 PM Monday to Friday, with an average time to respond of four (4) hours and a maximum time to respond of twenty-four (24) hours.

In case of emergency, after-hours support is required. The provision of emergency IT service and support after hours with an average time to respond of four (4) hours (i.e., IT issues related to critical municipal infrastructure).

Response Times

At a minimum, submissions must clearly state proposed service levels including:

- a) Regular operating hours technician response times
- b) Off hours / emergency technician response times
- c) On-site emergency technician response time, when necessary.

Service tickets are to be provided for all calls or requests made. 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 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 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 Contract 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 **December 1, 2024, and end on December 31, 2027.**

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.

Non-exclusive

Any Contract awarded as a result of the RFP may be exclusive unless the consultant is unable to provide a type of service or maintenance. The Municipality may then, at its sole discretion, purchase the same or similar services from other sources during the term of the Contract.

Terms of Reference

The major tasks to be addressed by the Consultant retained are outlined below. This list should be augmented as required, and as believed necessary, based on the Consultant's experience and knowledge.

Proposal Content

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.



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Renfrew, Ontario
K7V 1P8

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.

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. 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.



SECTION III – FORM OF PROPOSAL

Bidder’s Information

1.	Company Name	
2.	Bidder’s Contact Individual	
3.	Address (incl. Postal Code)	
4.	Office Phone #	
5.	Cellular #	
6.	Fax #	
7.	Email address	
8.	HST Account #	

I/We hereby submit the attached documents to satisfy the requirements as issued by the Corporation of the Town of Renfrew.

I/We agree that we have reviewed and understand the Proposal documents and I/We are capable and qualified to perform the requirements of the contract and enter into a legal agreement with the Municipality in regard thereto and where the Proposal is submitted by a Corporation, it shall be signed by a duly authorized officer of the company. Should the Proposal be submitted by a Partnership or Proprietor, it shall be signed by the partners or owner.

I/We agree that this offer shall be irrevocable from the time the Proposals are opened for a period of 90 calendar days.

I/We agree that this offer acknowledges all addenda and that the pricing quoted includes the provision set out in such addenda.

Addendum #	Date Received
# _____	_____
# _____	_____
# _____	_____

Check here if No Addenda considered.



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Basis of Payment

The contract price is in Canadian funds, and the price includes any specified cash and contingency allowances and all the applicable taxes in force at this date except as may be otherwise provided in the Tender Documents.

Cost of Services

The Town is requesting that the vendor submit a fixed fee service contract for ongoing maintenance items along with an hourly rate for troubleshooting, desktop maintenance and other projects for each twelve (12) month period of the three (3) year contract, with an option to renew for three successive twelve (12) month periods. Each twelve (12) month period must be shown separately. Payment schedule should also be included (i.e., monthly, bi-weekly, etc.).

As a bid alternate, a vendor may also submit a fixed fee service contract for an all-inclusive service and maintenance, with the understanding that major projects will be negotiated on an as needed basis.

Vendors may also submit other alternative packages that they feel would meet the needs of the Town as an included alternate bid.

Vendors must list, specify any services which would not be covered in the proposal price. The vendor shall indicate the impact, if any, for changes in the Town's IT infrastructure (number of servers and PC's) on the fixed fee. Identify the following for those services not under the fixed fee:

- a) A fee schedule containing the vendor hourly rates
- b) A description of how services will be billed
- c) A description of additional charges, as in out-of-pocket expenses for travel, subsistence, etc.

Proposals must not be based on upgrading capital equipment. The Respondent can identify some areas of improvement, but the monthly service costs must be reflective of the equipment currently owned by the municipality.

RFP 2024-27-FCS - Request for Proposal for Information Technology Maintenance and Support

From: _____

Contact: _____

Telephone: _____

Deliver to:

**The Town of Renfrew
127 Raglan Street South
Renfrew, ON K7V 1P8
Attention: Ashley Robertson, Purchasing Assistant**

TENDER NUMBER:

CLOSING DATE AND TIME:

DESCRIPTION: