

REQUEST FOR PROPOSAL

KC-2023-01: Managed Services (IT Support)

Issued on:

April 28, 2023

Requested by:

Kemptville Campus Education and Community Centre

Attention:

Liz Sutherland, Executive Director

Closing Date and Time:

A complete electronic PDF copy must be received by:
4:00 PM local time on
May 26, 2023

INTRODUCTION

Kemptville Campus is an educational and multi-use facility serving the community of North Grenville and surrounding area. The Campus includes 630 acres and 17 main buildings, as well as woodlands, cropland, wetland, greenhouses, an agroforestry centre, maple bush, and trails. The Campus was created by the Municipality of North Grenville and is overseen by an arms-length Board of Directors.

The Campus is looking for a qualified Managed Service Provider (MSP) for its information technology (IT) support function. The MSP will be responsible for ensuring reliable and well-supported networked computing and VOIP phones for the Campus staff and (most) of our tenants. **It is essential that the MSP have adequate human resources to provide on-site support in Kemptville when required.**

From 2018 to 2021, the Campus was managed (and received IT support) as part of the Municipality of North Grenville. Before that, the physical facilities were an agricultural college that became a campus of the University of Guelph. Since January 2022, the Campus has been functioning as an independent not-for-profit corporation with a staff of 6.6 FTEs (plus independent contractors and summer students) who are responsible for redeveloping the Campus to realize our [Master Plan](#) as well as serving as property manager to the two dozen tenants on campus, drawn from the public, private, and nonprofit sectors.

The Campus is unique in its IT requirements as it has both legacy systems from the time when the facility was a college/university campus and then a municipal “department”; and yet it now functions as a “start-up” with a small staff team operating in an independent environment. **We are no longer part of the municipal or institutional sectors, and we seek an MSP that will support our responsiveness, nimbleness, growth, and development as a vibrant and inclusive community centre.**

Please submit your quote as a single PDF attachment by email to Lsutherland@kemptvillecampus.ca.

Closing Date: Friday, May 26, 2023 at 4:00 pm ET.

Proposals must be received before the above-mentioned time and date, and in accordance with the enclosed RFP documents.

For inquiries please contact:

- Liz Sutherland, Executive Director (Lsutherland@kemptvillecampus.ca) for financial or contracting information
- Bruce Jackson, Facilities Manager (bjackson@kemptvillecampus.ca) for technical information

A full description of the project and scope of work is set out below.

1.0 INSTRUCTIONS TO PROPONENTS

1.1 Invitation

Kemptville Campus Education and Community Centre invites bids from qualified companies to function as a contracted Managed Service Provider (MSP) for the Campus's information technology (IT) support function. The MSP will be responsible for ensuring reliable and well-supported networked computing for the Campus staff and some of our tenants. Part of the services requested includes support for a system migration project away from Microsoft products to Google Suite.

The Campus plans to enter into a three-year contract (renewable) that would commence no later than July 1, 2023.

1.2 Format of Proposal

The proposal submission must not exceed ten (10) pages. All other supporting information (e.g., corporate information, resumes, and project profiles) is to be attached to the submission in the form of appendices.

1.3 Costs Incurred by Proponents

All expenses incurred in the preparation and submission of proposals shall be borne by the Company.

1.4 Insurance

The Company shall, at their expense maintain during the term of the Agreement, Commercial General Liability Insurance satisfactory to the Kemptville Campus and underwritten by an insurer licensed to conduct business in the Province of Ontario. The policy shall include but not be limited to:

- a) Umbrella liability insurance, with a limit of liability of at least \$ \$2,000,000 per occurrence
- b) Cyber Liability (including network security & privacy breach protection, data breach protection, data loss/piracy protection, and systems damage protection)
- c) Professional Liability (Errors & Omissions) with a limit of at least \$2,000,000 per occurrence

The successful Proponent will add "the Municipality of North Grenville" and "Kemptville Campus Education and Community Centre" as additional insured with respect to the operations of the Named Insured. The policy shall contain a provision for cross liability and severability of interest in respect of the Named Insured. The policy shall provide 30 days' prior notice of cancellation or material change.

1.5 Privacy and Intellectual Property

All proposals submitted become the property of the Campus. Proponents are reminded to identify in their proposal any specific scientific, technical, commercial proprietary, or similar confidential information, the disclosure of which could cause them injury.

2.0 TERMS OF PAYMENT

The successful Proponent shall invoice monthly on a fixed-fee basis. The Proponent may bill separately for the data migration project outlined below, which is expected to be a short-term project.

Any additional costs for negotiated services and hardware/software purchases will be approved in advance.

2.1 Proposal Validity

Proposals shall remain valid and open for acceptance by the Campus for a period of sixty (60) calendar days following the deadline for receipt of proposals.

3.0 SCOPE OF WORK

3.1 Background

As property manager, the Campus provides telephone and high-speed internet service (ethernet and wi-fi) to about a dozen of our “small employer” tenants. We also provide internet to short-term tenants using our hourly/daily rental meeting and event spaces. These services cover a cluster of 17 buildings known as “the Village” part of Campus.

Additionally, the Campus includes a building called Agroforestry Centre at 2627 Bedell Road which currently has no high-speed internet but it is anticipated that Bell Fibre will be offered there within the next year. The scope of work would include this building when services are available there.

The Campus’s IT infrastructure consists of the following:

a) Hardware/IT infrastructure

- An on-site server (Parish Hall) that houses our “G drive” (we wish to move away from onsite storage)
- Internet & phone
 - The Campus uses both Bell and Cogeco to ensure redundancy/interruption-free internet service.
 - VOIP landline phones (4 lines, 8 handsets – owned)
 - Local Area Network and related infrastructure (firewalls, routers, switches, bridges) throughout 17 buildings for ethernet and wifi connections
- Computing

- Owned: 2 desktop computers and 7 laptops with accompanying monitors and peripherals.
- Leased: 3 laser printers (subject to a separate service contract) – outside scope of work.
- Audio-visual equipment
 - The Campus relies on wired and wireless systems to support the audio-visual equipment (projectors, microphones, speakers) in WB George Conference Centre and Parish Hall, both of which contain meeting rooms rented out on an hourly/daily basis. There are approximately two dozen short-term rental rooms (small and large meeting rooms, seminar rooms, a gym) requiring support.

b) Software used by Campus staff

- Microsoft OS, primarily using Windows 10
- Microsoft Office Suite, primarily Office 365 and OneDrive
- SonicWall NetExtender VPN for secure access to the current Gdrive from remote log-in locations (when staff work from home).
- VOIP phone service, with Bria Mobile used to forward calls to staff cell phones
- SharePoint for collaborating internally and with those outside the Campus, including board members who do not have a Campus-assigned email address
- MailChimp, Slack, and Google Forms
- A suite of accounting and financial software including QuickBooksOnline, Wagepoint (payroll), and RBC PayEdge (payment system). Our finances are digital-first and our transactions online-only.

Note that part of the services requested includes support for a system migration project away from Microsoft products to Google Suite.

c) Campus resources

- There are currently six full-time staff members, some of whom work in the office full-time and others who work remotely for part of each week. One part-time staff person works primarily evenings and weekends to support short-term space rentals.
- During summers, two to five additional workers may be on staff on a seasonal basis.
- The Campus Facilities Manager liaises with current tech support on hardware issues (server rooms, wiring, etc.).
- The Marketing and Events Coordinator is familiar with many applications (Adobe Creative Suite, Mailchimp, etc.) and manages the Campus website using Joomla!) and other online communications in-house.

- The Campus currently uses a separate third party for periodic consulting on audio-visual needs for the meeting rooms and event spaces that are rented out by the hour/day. Helpdesk support for these technologies are included in the scope of this RFP.

3.2 Objectives

Kemptonville Campus is focused on the following objectives with respect to the proposed MSP contract:

- Ensuring business continuity and IT security for our Campus staff and tenants.
- Empowering staff to manage their own software (currently staff cannot download or update software without contacting IT support)
- Enabling cloud-based computing and seamless file-sharing and online collaboration without compromising security
- Reducing reliance on the Campus Facilities Manager to troubleshoot hardware challenges when in-person support is required. For this reason, **it is essential for the proponent to have adequate human resources to provide on-site support in Kemptonville when requested.**

Areas to be addressed in the provision of this service will include:

- a) Management and delivery of IT services and infrastructure maintenance, including helpdesk support, system maintenance, and implementation of upgrades as necessary
- b) Strategic support for the overall management of IT resources to ensure business continuity and the strategic use of new technologies
- c) IT security and data protection (anti-malware, ransomware, etc.), including prevention/monitoring and recovery support
- d) Networking, including on-site installation and troubleshooting as needed, including for the audio-visual technology in the short-term rental spaces
- e) Hardware procurement (primarily laptops)

3.3 Out of scope

- a) Software support related to the following:
 - a) Staffing/human resources and payroll services
 - b) Accounting and book-keeping
 - c) Customer engagement, marketing and promotions
 - d) Vendor/contract/customer relationship management
- b) Website and online communications (the website, social media, and email lists are managed in-house)
- c) Printer leases and supplies

3.4 Budget for work

2022 was the first year of the Campus managing its own books. The following are estimated expenses for 2022 for IT and computing, including:

- Approximately \$3,000 monthly on IT support services (flat monthly fee)
- Approximately \$20,000 annually on computers and software (including the purchase of laptops for new staff) – *this amount is expected to be less in future years as staff expansion slows.*
- Approximately \$5,000 annually on audio-visual technical support and hardware in our conference rooms (which are rented out regularly to community members)

The Proponent should have the technical expertise to provide support on audio-visual equipment (speakers, microphones, etc.) and advice on procurement of software, hardware, and internet services.

Currently the Campus pays for the following IT infrastructure:

- Phone and internet/Wifi provision (Bell Fibre, Cogeco – we maintain two services to provide redundancy/failsafe services for tenants)
 - Cogeco \$150 monthly for Business UltraFibre 120 Including modem, 5 static IP addresses, and security)
 - Bell \$1100 monthly for Optical Internet 300 MBPS, dedicated LAN

3.5 General Conditions

The services shall include the following:

- IT support on demand to all Campus staff, including troubleshooting and advice on hardware/software procurement and audio-visual equipment (helpdesk for Campus staff and short-term and long-term tenants, during and outside business hours)
- Review of current phone/internet services against current and future needs
- IT support for Campus tenants as issues arise, and especially when moving in/out of Campus buildings
- Support to Campus staff during migration to Google Suite (ensuring no data loss and support for building a new shared drive architecture and appropriate archiving/records management)

3.6 Special Considerations

Services provided must be compliant with the Accessibilities for Ontarians with Disabilities Act.

3.7 Contract oversight

The Proponent shall report to Liz Sutherland, Executive Director, who shall be the approval authority for the payment of invoices.

Melissa Lemay, Campus Coordinator, will be the day-to-day Campus contact for the services.

3.8 Background Documents Provided

The following documents will be made available to Bidders upon request:

- Building floorplans for the 17 Campus buildings
- Map of underground infrastructure
- IT infrastructure and software purchasing and technical records

3.9 Summary of Key Dates for Proposal

April 26 to May 19, 2023 – Discovery phase (questions welcome via e-mail or via scheduled virtual meeting; responses will be shared with all potential proponents)

May 19, 2023 – Deadline for questions & expressions of interest in receiving Q&A (4 pm)

May 23, 2023 – Responses to questions issued to all who have expressed interest (4 pm)

May 26, 2023 @ 4:00 PM – RFP closing

Week of June 5, 2023 – Interviews with short-listed Proponents

Week of June 12, 2023 – Anticipated award date/contract signed

July 1, 2023 – Contract commences

June 30, 2026 – Contract end date (unless renewed or extended)

4.0 EVALUATION CRITERIA

The successful firm will possess the requisite technical skills to deal with the full scope of work.

The Proponent's team will be required to work directly with all Campus stakeholders (staff, tenants) in a professional manner. In particular, the Proponent will be expected to adhere to Campus policies on harassment, discrimination, equity/diversity/inclusion, and accessibility for persons with disabilities.

To achieve this, the Campus is interested in a firm, which in addition to sound technical qualifications, exhibits such skills as responsiveness, diplomacy, tact, strong communication ability (both written and verbal) and an understanding of the culture of small non-profits.

The Campus has a strong preference for local procurement, both to support the local economy and to provide Campus staff and tenants with responsive, on-site tech support when necessary.

4.1 Basis of Selection

The Campus intends to award the contract on the basis of best overall value, based upon a review of the technical and fee proposal as well as upon Proponent interviews. The Consultant appointment is subject to approval by the Campus Board of Directors in accordance with the provisions of the Campus procurement policy

4.2 Selection Criteria

At the first phase of selection, proposals will be evaluated on a “yes/no” basis with respect to whether they meet the minimum requirements for bid submission (including deadline and format).

At the second stage of selection, a total of 100 points will be allocated to each proposal, as follows:

Category	Available Points
<i>Technical:</i>	
Qualifications and Experience of Company	30
Quality of Approach and Methodology	30
Demonstrated commitment to respectful communications (French language services is an asset qualification)	10
Proximity of IT technicians to Kemperville	10
Sub-total	80
<i>Financial:</i>	
Proposed fee schedule	20
Total	100

4.3 Qualifications and Experience of Company

Provide a brief company profile and recent relevant experience, demonstrating that you have the resources and expertise to manage Campus requirements on top of your existing commitments.

Provide a description of two (2) similar service agreements successfully carried out by your Company, including as a minimum, one (1) agreement from the last five (3) years. Provide client references for each agreement.

Provide the qualifications, recent relevant experience and responsibility of each member of the project team, clearly stating the employment history of the Lead Proponent and key team members, years with current firm and work location.

4.4 Approach and Methodology

Describe the approach and methodology your Company will use to fulfill the requirements of the contract. Details should include:

- Regular hours of operation and expected response times within and outside that window
- Whether your Company has a response and resolution time guarantee for issues that arise.
- Whether you have staff who are bilingual (providing service in French is an asset qualification)

4.5 Demonstrated commitment to respectful communications

Describe your Company's approach to working with diverse clients, including policies and training undertaken on anti-harassment/anti-discrimination, equity/diversity/inclusion, and accessibility for persons with disabilities.

4.6 Proximity of IT technicians to Kemptville

Describe where your technician staff are based and how close they are to Kemptville in the event that on-site service is required.

4.7 Fees

The Proponent should provide a fee structure for the contract, exclusive of HST, whether billed on a flat monthly basis or on a per-service basis, taking into account the information provided by the Campus about current and future service requirements. Please provide details on:

- Monthly vs. per-service billing, and if monthly what services are considered in-scope and what will be billed as extra
- Is pricing based on number of employees, devices, or other
- What is the nature of the role who will be the Campus's main contact – a commission salesperson, a technician, or a senior member of the IT team

SPECIAL TERMS AND CONDITIONS

The Campus does not bind itself to accept the lowest price proposal or any proposal submitted.

The Campus has the right to cancel the Request for Proposal at any time and to reissue it for any reason whatsoever, without incurring any liability and no proponent will have any claim against the Campus as a result of the cancellation or re-issuing of the Request for Proposal.

The Campus shall have the right to:

- (i) Accept a non-compliant Proposal;

- (ii) Accept a Proposal which is not the lowest Proposal; and
- (iii) Reject a Proposal even if it is the only Proposal received.

If the Campus decides to award a contract based on a submission received in response to this Request for Proposal, the successful Proponent will be notified of the intent to award in writing, and the subsequent execution of a written agreement shall constitute the making of a contract. Proponents will not acquire any legal or equitable rights or privileges whatsoever until the contract is signed by both parties.

In the event of any inconsistency between the RFP and the contract, the contract shall govern.

Proponents may not amend or withdraw their proposals after the closing date and time.

Proposals will be evaluated as soon as practicable after the closing time.

Proponents are advised that all communications with the Campus related to this RFP during the bidding process must be directly and only with the individuals named in this RFP.