



Town of View Royal

Request for Proposals

Information Technology Managed Services Provider RFP 2019/F02

Issue Date: August 2, 2019

**Closing Time: 4:00 PM local time
September 3, 2019**

**Mandatory Site Visit: 2:00 PM local time
August 9, 2019**

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1 Summary of Opportunity

The Town of View Royal (View Royal) is seeking proposals from qualified firms for the provision of managed information technology services for a period of up to five years, commencing January 2, 2020.

This Request for Proposals (RFP) outlines the basic requirements for information technology services to be provided by the successful Proponent, herein referred to as the Proponent, Contractor, or Managed Services Provider (MSP).

Proponents shall base their proposal on furnishing everything including all labour, materials, tools, equipment and all necessary supplies and incidentals required to complete the required services in full compliance with the provisions and requirements of this RFP document. Any deviation from the requirements set out in this document must be fully disclosed in the proposal.

1.1 Background

View Royal is an attractive, largely residential community of over 10,000 people in the centre-west part of the Capital Region on Vancouver Island in British Columbia, Canada. It shares boundaries with several other jurisdictions – Esquimalt, Saanich, Langford, Colwood, Highlands, and the Esquimalt and Songhees First Nations. The municipality was incorporated in December 1988; previously, it had been an Electoral Area of the Capital Regional District (CRD).

Municipal services are provided from two locations – Town Hall and Public Works/Parks facilities at 45 View Royal Avenue and the Public Safety Building at 333 Island Highway. The majority of public works operations are contracted out. Fire protection services are provided by a composite fire department of volunteers and full-time employees.

The 2019 consolidated operating budget is approximately \$20 million with an additional \$3.6 million budgeted for capital projects. Approximately 38% of View Royal's revenue is derived from property taxation.

Information technology services for View Royal are the responsibility of the Director of Finance, with onsite project support and service desk coordination provided by the full-time Accountant/IT Coordinator.

View Royal's information technology system comprises 10 virtual machines on 5 host servers, 78 end-user devices and fibre gateway internet. Its two locations are connected via a fibre virtual private LAN service. Primary business applications include the Office 365 platform and services in a Hybrid Azure AD environment utilizing Azure Intune as the MDM system, Vadim iCity financial software, Esri GIS mapping applications, AutoCAD, iCompass meeting management tool, and FDM computer aided dispatch.

The successful Proponent will provide administrative services for the network and Office 365/Azure Active Directory (AAD) cloud services, as well as project coordination, execution and service desk support to users at Town Hall, Public Works/Parks facilities and the Public Safety Building. The successful proponent will support the long-term strategic planning process by providing technical information and proactive strategic advice.

View Royal requires the following distinct managed IT functions:

a) **Network Systems Administration**

The network systems administration function performs operational maintenance on all networked systems and is responsible for the performance, reliability and security of the systems. This function coordinates and liaises with departmental personnel, end-users, vendors and the Director of Finance or IT Coordinator on the timely execution of approved technology-enabled business initiatives.

b) **Office 365/Azure AD Cloud Services Administration**

The Office 365/Azure AD cloud services administration function supports a hybrid Azure AD infrastructure and manages all aspects of Office 365 services and feature configurations. This function provides updates and recommendations based on the ongoing changes to Office 365 and Azure services to limit risks and improve operations. Other technical duties include assistance with licensing and billing management, virtual server management, and more as the platform and client both grow and evolve. This function also provides account management for each stage of an employee's lifecycle: account creation, authentication management, email setup, and access to appropriate systems and groups, ongoing technology support, and offboarding/decommissioning.

c) **Service Desk Support**

Service Desk Support provides desktop, application, device and peripheral support for all View Royal users. Support may be delivered either onsite or remotely, depending on the nature of the assistance required. Initial response will be provided within 30 minutes of a request during core work hours, at a minimum. Onsite support will be required at least one business day per week on a regular basis (e.g. every Tuesday or Thursday). This service reports at least monthly on all active and closed support requests, indicating initial response times and duration to resolve each issue.

Additional details and service level requirements are described in **Section 8 – Appendix A: Background Information** and **Section 9 – Appendix B: Minimum Service Levels by Function**.

The successful proponent will be offered a contract for a two-year term, with one-year renewal options for up to three (3) additional consecutive years. The projected start date is January 2, 2020.

2 RFP Timeline

MILESTONE	DATE
RFP issued	August 2, 2019
Proponent response phase	August 2 – September 3, 2019
Mandatory site visit	2:00 PM local time August 9, 2019
Deadline for Proponent questions	August 16, 2019
Proponent response Closing Time	4:00 PM local time September 3, 2019
Review of Proponent responses	September 4 – September 20, 2019
Short-listed Proponent presentations (if required)	September 23 – September 27, 2019
Contract execution	October 31, 2019

View Royal may adjust the dates and/or times noted above by written addenda posted in the same manner and location as this RFP.

3 RFP Process Rules

3.1 Definitions

Throughout this Request for Proposals, the following definitions apply:

“Addenda” means all additional information regarding this RFP including amendments to the RFP;

“BC Bid” means the BC Bid website located at www.bcbid.ca;

“Closing Location” includes the location for submissions indicated in this RFP;

“Closing Time” means the closing time and date for this RFP as set out in this RFP;

“Contract” means the written agreement resulting from the RFP executed by the Town and the successful Proponent;

“Contractor” means the successful Proponent to the RFP who enters into a Contract with the Town;

“Government Contact” means the individual named as the contact person for the Town in the RFP;

“must”, or “mandatory” means a requirement that must be met for a proposal to receive consideration;

“Proponent” means a person or entity (excluding its parent, subsidiaries or other affiliates) with the legal capacity to contract, that submits a proposal in response to the RFP;

“Proposal” means a written response to the RFP that is submitted by a Proponent;

“Town” or “View Royal” means The Town of View Royal;

“Request for Proposals” or “RFP” means the solicitation described in this document, including any attached or referenced appendices, schedules or exhibits and as may be modified in writing from time to time by View Royal by Addenda; and

“should”, “may” or “weighted” means a requirement having a significant degree of importance to the objectives of the Request for Proposals.

3.2 Acceptance of Terms and Conditions

The terms and conditions applicable to this Request for Proposals are contained within this document. Submission of a proposal in response to this RFP indicates acceptance of all terms and conditions contained herein or in any Addenda issued by View Royal.

Proposals must be signed by a person authorized to sign on behalf of the Proponent with the intent to bind the Proponent to the RFP and to the statements and representations in the Proponent’s proposal. A completed **Proposal Form (Section 7)** must include the signature of an authorized representative of the Proponent that confirms the Proponent’s acceptance of all terms and conditions of this RFP and his/her intent to be bound.

3.3 Submission of Proposals

Proposals must be submitted before Closing Time to the Closing Location using one of the submission methods set out in this RFP. Proposals must not be sent by fax. The Proponent is solely responsible for ensuring that, regardless of submission method selected, the Town receives a complete Proposal, including all attachments or enclosures, before the Closing Time.

3.4 Additional Information

All Addenda will be posted on BC Bid. It is the sole responsibility of the Proponent to check for Addenda on BC Bid. Proponents are strongly encouraged to subscribe to BC Bid's email notification service to receive notices of Addenda.

3.5 Late Proposals

Proposals will be marked with their receipt time at the Closing Location. Only complete proposals received and marked before the Closing Time will be considered to have been received on time. Proposals received late will be marked late and not be opened. In case of a dispute, the proposal receipt time as recorded by the Town at the Closing Location will prevail whether accurate or not.

3.6 Proposal Validity

Proposals will be open for acceptance for at least 90 days after the Closing Time

3.7 Firm Pricing

Prices will be firm for a minimum period of 90 days.

3.8 Currency and Taxes

Prices must be quoted in Canadian dollars and exclusive of taxes.

3.9 Completeness of Proposal

By submitting a proposal, the Proponent warrants that all components required to complete the requirements of this RFP have been identified in the proposal or will be provided by the Contractor at no additional charge.

3.10 Alternative Proposals

Proponents may submit more than one proposal based on an alternative approach, methodology or levels of service. Alternative proposals must be marked as such with variances from the original proposal clearly identified.

3.11 Changes to Proposals

By submitting a clear and detailed written notice, the Proponent may amend or withdraw its proposal before the Closing Time. Unless the RFP otherwise provides, Proponents should use a consistent submission method for submitting proposals and any amendments or withdrawals. Upon Closing Time, all proposals become irrevocable. The Proponent will not change any part of its proposal after the Closing Time unless requested by the Town for purposes of clarification.

3.12 Conflict of Interest/No Lobbying

A Proponent may be disqualified if the Proponent's current or past corporate or other interests, or those of a proposed subcontractor, may, in the Town's opinion, give rise to an actual or potential conflict of interest in connection with the services described in the RFP. This includes, but is not limited to, involvement by a Proponent in the preparation of the RFP or a relationship with any employee, contractor or representative of the Town involved in preparation of the RFP, participating on the evaluation committee or in the administration of the Contract. If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the Government Contact prior to

submitting a proposal. By submitting a proposal, the Proponent represents that it is not aware of any circumstances that would give rise to a conflict of interest that is actual or potential, in respect of the RFP.

A Proponent must not attempt to influence the outcome of the RFP process by engaging in lobbying activities. Any attempt by the Proponent to communicate for this purpose directly or indirectly with any employee, contractor or representative of the Town, including members of the evaluation committee and any elected officials of the Town, or with the media, may result in disqualification of the Proponent.

3.13 Subcontractors

Unless the RFP states otherwise, the Town will accept proposals where more than one organization or individual is proposed to deliver the services described in the RFP, so long as the proposal identifies the lead entity that will be the Proponent and that will have sole responsibility to deliver the services under the Contract. The Town will enter into a Contract with the Proponent only. The evaluation of the Proponent will include evaluation of the resources and experience of proposed sub-contractors, if applicable.

All subcontractors, including affiliates of the Proponent, should be clearly identified in the proposal.

A Proponent may not subcontract to a firm or individual whose current or past corporate or other interests, may, in the Town's opinion, give rise to an actual or potential conflict of interest in connection with the services described in the RFP. This includes, but is not limited to, involvement by the firm or individual in the preparation of the RFP or a relationship with any employee, contractor or representative of the Town involved in preparation of the RFP, participating on the evaluation committee or in the administration of the Contract. If a Proponent is in doubt as to whether a proposed subcontractor might be in a conflict of interest, the Proponent should consult with the Government Contact prior to submitting a proposal. By submitting a proposal, the Proponent represents that it is not aware of any circumstances that would give rise to a conflict of interest that is actual or potential, in respect of the RFP.

Where applicable, the names of approved subcontractors listed in the proposal will be included in the Contract. No additional subcontractors will be added nor other changes made to this list in the Contract without the written consent of the View Royal.

3.14 Evaluation

Proposals will be evaluated by View Royal in accordance with the evaluation criteria identified herein. The intent of View Royal is to enter into a contract with the Proponent whose proposal represents the best value to the Town based on the Town's evaluation of the proposals received. The Town will be under no obligation to receive further information, whether written or oral, from any Proponent. The Town is under no obligation to perform any investigations or to otherwise verify any statements or representations made in a proposal.

Proposals from not-for-profit agencies will be evaluated against the same criteria as those received from any other Proponents.

The Town may consider and evaluate any proposals from other jurisdictions on the same basis that the government purchasing authorities in those jurisdictions would treat a similar proposal from a British Columbia supplier.

3.15 Contract

By submitting a proposal, the Proponent agrees that should its proposal be successful the Proponent will enter into a Contract with the Town with terms and conditions to be finalized to the satisfaction of the Town, if applicable.

Written notice to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written Contract will constitute a Contract for the goods or services, and no Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of both such events.

3.16 Insurance Certificate

The Proponent will provide View Royal with evidence of the required insurance prior to the commencement of any agreement. Such evidence will be in the form of a completed certificate of insurance acceptable to View Royal. The Proponent will, on request from View Royal, provide certified copies of all the Proponent's insurance policies providing coverage relating to the services, including without limitation any professional liability insurance policies and valid WorkSafeBC coverage (if applicable). The Proponent will be responsible for deductible and premium amounts applicable to the insurance coverage. All the Proponent's insurance policies will be primary and not require the sharing of any loss by View Royal or any insurer of View Royal.

3.17 Contract Finalization Delay

If a written Contract cannot be finalized with provisions satisfactory to the Town within thirty days of notification of the successful Proponent, the Town may, at its sole discretion at any time thereafter, terminate discussions with that Proponent and either commence finalization of a Contract with the next qualified Proponent or choose to terminate the RFP process and not enter into a Contract with any of the Proponents.

3.18 Debriefing

At the conclusion of the RFP process, all Proponents will be notified. Proponents may request a debriefing meeting with the Town.

3.19 Proponents' Expenses

Proponents are solely responsible for their own expenses in participating in the RFP process, including costs in preparing a proposal and for subsequent finalizations with the Town, if any. The Town will not be liable to any Proponent for any claims, whether for costs, expenses, damages or losses incurred by the Proponent in preparing its proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

3.20 Limitation of Damages

By submitting a proposal, the Proponent agrees that it will not claim damages, for whatever reason, relating to the Contract or in respect of the competitive process, in excess of an amount equivalent to the reasonable costs incurred by the Proponent in preparing its proposal and the Proponent, by submitting a proposal, waives any claim for loss of profits if no Contract is made with the Proponent.

3.21 Liability for Errors

While the Town has used considerable efforts to ensure information in the RFP is accurate, the information contained in the RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Town, nor is it necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

3.22 No Commitment to Award

The RFP should not be construed as an agreement to purchase goods or services. The lowest priced or any proposal will not necessarily be accepted. The RFP does not commit the Town in any way to award a Contract.

3.23 No Implied Approvals

Neither acceptance of a proposal nor execution of a Contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

3.24 Legal Entities

The Town reserves the right in its sole discretion to:

- a) disqualify a proposal if the Town is not satisfied that the Proponent is clearly identified;
- b) prior to entering into a Contract with a Proponent, request that the Proponent provide confirmation of the Proponent's legal status (or in the case of a sole proprietorship, the Proponent's legal name and identification) and certification in a form satisfactory to the Town that the Proponent has the power and capacity to enter into the Contract;
- c) not to enter into a Contract with a Proponent if the Proponent cannot satisfy the Town that it is the same legal entity that submitted the Proponent's proposal; and
- d) require security screenings for a Proponent who is a natural person, subcontractor or key personnel before entering into a Contract and decline to enter into a Contract with a Proponent or to approve a subcontractor or key personnel that fails to pass the security screenings to the Town's satisfaction.

3.25 Reservation of Rights

In addition to any other reservation of rights set out in the RFP, the Town reserves the right, in its sole discretion:

- a) to modify the terms of the RFP at any time prior to the Closing Time, including the right to cancel the RFP at any time prior to entering into a Contract with a Proponent;
- b) in accordance with the terms of the RFP, to accept the proposal or proposals that it deems most advantageous to itself;
- c) to waive any non-material irregularity, defect or deficiency in a proposal;
- d) to request clarifications from a Proponent with respect to its proposal, including clarifications as to provisions in its proposal that are conditional or that may be inconsistent with the terms

and conditions of the RFP, without any obligation to make such a request to all Proponents, and consider such clarifications in evaluating the proposal;

- e) to reject any proposal due to unsatisfactory references or unsatisfactory past performance under contracts with the Town, or any material error, omission or misrepresentation in the proposal;
- f) at any time, to reject any or all proposals; and
- g) at any time, to terminate the competition without award and obtain the goods and services described in the RFP by other means or do nothing.

3.26 Freedom of Information

Proposals are subject to the provisions of the *Freedom of Information and Protection of Privacy Act* which provides that all information contained therein, with some exceptions, is subject to access by the public. Information that is confidential or proprietary in nature should be clearly noted as such. The Town cannot guarantee that any information contained within a proposal will remain confidential if a request for access is made.

3.27 Use of Document

This document, and any portion thereof, may not be used by Proponents for any purpose other than the submission of proposals.

3.28 Confidentiality of Information

Information pertaining to View Royal obtained by a Proponent as a result of participation in this RFP process, other than information that is generally available as part of the public record, is to be treated as confidential and must not be disclosed without prior written authorization from the Town.

4 Submission Requirements

4.1 Proposal Submission

Proponents must submit for each proposal three (3) printed copies and one (1) digital copy in PDF format with one copy of the signed and dated **Proposal Form (Section 7)**. The deadline for receipt of proposals is 4:00 pm (local time) on Tuesday, September 3, 2019 at the following location:

Town of View Royal
45 View Royal Avenue
Victoria, BC V9B 1A6

Proposals must be submitted in a sealed package with the name and address of the Proponent and the RFP title clearly marked on the outside.

SAMPLE LABEL

Name of Proponent Address of Proponent
CONFIDENTIAL – DO NOT OPEN
RFP 2019/F02 IT Managed Services Provider
Town of View Royal 45 View Royal Avenue Victoria, BC V9B 1A6

Faxed and emailed submissions will be disqualified.

Late proposals will be disqualified.

Proposals that are unsealed, conditional, illegible, obscure, contain arithmetical errors, erasures, alterations or irregularities of any kind may, at the discretion of View Royal, be disqualified.

The person(s) authorized to sign on behalf of the Proponent and to bind the Proponent to statements made in response to this RFP **must execute** the **Proposal Form (Section 7)**. Unsigned proposals will be disqualified.

Proponents shall be solely responsible for the delivery of their proposals in the manner and time prescribed. All submissions must be delivered according to the instructions provided herein and View Royal will accept no responsibility for documents delivered to any other location.

4.2 Environmental Considerations

When submitting printed proposals, the Town encourages Proponents to consider environmental stewardship, as per the following:

- a) Printed proposals should be double-sided and printed on paper that is post-consumer recycled content or forest stewardship certified;
- b) Proposals should be stapled rather than bound; and
- c) Proposals should not be bound or in a binder.

4.3 Mandatory Site Visit

Proponents **must** attend a mandatory site meeting and tour on **Friday, August 9, 2019 at 2:00 pm** starting at View Royal Town Hall at 45 View Royal Avenue, Victoria, BC. Attendees will be required to sign in and indicate the Proponent being represented. Attendance at this meeting will be confirmed prior to any proposal being accepted.

Proponents shall make a careful examination of the sites and investigate and satisfy themselves, at their own risk and expense, as to all matters relating to the nature of the work to be undertaken, the means of access and egress, the extent of the work to be performed and any and all matters which are referred to in this request for proposals which are necessary for the full and proper completion of the work and the conditions under which it will be performed.

Attendees must indicate their intent to attend the site meeting in advance in writing to finance@viewroyal.ca noting the attendee(s) name(s) and the entity represented, noting RFP 2019/F02 in the email subject line.

4.4 Enquiries

Enquiries related to this RFP, including any requests for information or clarification may only be directed **in writing** to the following Government Contact who will respond if time permits before the Closing Time. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses providing new information will be recorded and posted to BC Bid or otherwise distributed to prospective Proponents.

All enquiries related to this RFP are to be directed, in writing or by email, to:

Dawn Christenson, BAccS, CPA, CGA
Director of Finance
Phone: 250-708-2253
Fax: 250-727-9551
Email: finance@viewroyal.ca

The cut-off for submitting any questions related to this RFP to the Government Contact will be no sooner than 14 days before the Closing Time. Questions received after this time may not be answered.

4.5 Addenda

Addenda to this RFP may be issued prior to closing in response to queries received or at the initiative of View Royal. Addenda will be in written form posted on BC Bid. Information contained within RFP addenda is considered an integral part of the RFP and should be considered by Proponents when responding to this RFP. Verbal communications will not be binding unless confirmed by written addenda.

4.6 Disclaimer

Each Proponent is responsible to review and understand the terms and conditions of this RFP and the scope of the work being requested. View Royal makes no representation or warranty as to the accuracy or completeness of the information contained in this RFP and Proponents are solely responsible to ensure that they have obtained and considered all information necessary to understand the requirements of the RFP, and to prepare and submit their proposals. View Royal will not be responsible for any loss, damage or expense incurred by a Proponent as a result of any inaccuracy or lack of

completeness associated with this RFP, or as a result of any misunderstanding or misinterpretation of the terms of this RFP on the part of any Proponent.

4.7 Firm Qualifications and Experience

Proponents should state the size of the firm, the location of the office from which the work on the engagement is to be performed, the number and nature of the professional or technical staff to be employed on a full-time basis, and the number and nature of the staff to be so employed on a part-time basis. Proponents should also provide information regarding technical certifications, knowledge and experience for each staff available to provide services for this engagement.

4.8 Personnel Qualifications and Experience

Proponents should identify the principal supervisory and management staff, including engagement partners, managers, other supervisors and specialists who would be assigned to the engagement. Other personnel may be substituted at the discretion of the Proponent if replacements have substantially the same or better qualifications or experience.

Proponents must identify proposed principal staff to be assigned to this service agreement, with details of their relevant experience, qualifications and industry certifications relating to network systems administration, the Office 365 suite of services and hybrid Azure AD infrastructure and IT support services with public sector customers in British Columbia and/or Canada.

4.9 Compliance with BC Privacy laws and Payment Card Industry standards

The Proponent must demonstrate their ability to ensure Canadian data sovereignty and compliance with the Government of British Columbia's FIPPA requirements for the public sector and specifically local government.

The Proponent must provide evidence/examples of their ability to assist View Royal in complying with payment card industry data security standards.

4.10 References

Proponents should identify a minimum of three (3) local government clients for which the firm has performed managed information technology services in the last five (5) years, complete with the name of the organization's chief information officer and contact information.

4.11 Approach and Methodology

The Proponent must include a statement demonstrating an understanding of the work to be done, describing the approach, methodologies employed and commitment or ability to perform the work within the time specified in the service level agreement. A sample service plan document may be included with the proposal submission. The Proponent may also include information relating to the Proponent's experience in providing additional services to government organizations and a description of the nature of such services.

4.12 Evaluation Criteria

Proposals will be evaluated against the following criteria:

Criteria	Weight
Proposed service standard	25
Service delivery methodology	25
Pricing	20
Relevant experience, qualifications and references	15
Additional value-added service offerings	10
Proposal completeness and clarity	5
Total points	100

4.13 Interviews

If required, a short list of Proponents may be established to be contacted by View Royal. The purpose for contacting a Proponent at this stage would be to gain a greater understanding of the Proponent's proposal as submitted. Depending on the nature of the questions to be answered an interview may also be arranged to facilitate a more in-depth understanding of the proposal.

5 Scope of Work

5.1 Technical specifications

View Royal requires the following managed technology services. Additional background information, detailed specifications and minimum requirements are outlined in **Section 8 – Appendix A: Background Information and Section 9 – Appendix B: Minimum Service Levels by Function.**

5.1.1 Network Systems Administration

The Network Systems Administration function performs operational maintenance on all networked systems and is responsible for the performance, reliability and security of the systems. This function coordinates and liaises with departmental personnel, end-users, vendors and the Director of Finance and IT Coordinator on the timely execution of approved technology-enabled business initiatives.

5.1.2 Office 365/Azure AD Cloud Services Administration

The Office 365/Azure AD Cloud Services Administration function supports a hybrid Azure AD infrastructure and manages all aspects of Office 365 services and feature configurations.

5.1.3 Service Desk Support

The Service Desk function provides device (desktop, laptop, mobile phone, tablet and peripherals) and application support for end users. Working with the onsite IT Coordinator, this function provides response on a priority basis and escalates as needed. Service requests are tracked with key performance metrics reported on a regular basis.

5.2 Delivery of services

Services must be provided by the best method to quickly and efficiently resolve issues; at minimum these methods will include telephone, e-mail communication, remote support via internet connection and/or on-site visit as appropriate. A support ticketing system for the purpose of issue tracking and accountability must be in place and accessible by the Town of View Royal.

Minimum peak support hours are Monday to Friday, 8:00 am to 5:00 pm. After hours emergency support should be available as needed on a 24/7 basis.

5.3 Response times

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

- a) Peak support hours response times
- b) Off hours response times
- c) On-site emergency response time, when necessary

Proponents may submit alternative proposals based on minimum service levels that differ from those identified in **Appendix B: Minimum Service Levels by Function.** Alternative proposals must be clearly marked as such and must clearly identify service levels for each function, in a format similar to that in the Appendix.

5.4 Fees for service

The fees for service may be a flat monthly rate or an amount based on a verifiable metric, such as number of computers or users. Hourly rates for services not included in the monthly fee should be provided, including any minimum charges for on-site or remote services. Rates for after hours, weekend and holiday service calls should also be included.

Proponents may submit alternative proposals based on minimum service levels that differ from those identified in **Appendix B: Minimum Service Levels by Function**. Alternative proposals must be clearly marked as such.

5.5 Schedule

View Royal anticipates a contract start date of January 2, 2020, to be followed by a planned transition from the current service provider. Proponents must state whether they can comply with this timeline. Proponents should describe a brief transition plan including approach, timeline, methodology and responsibilities of each of the parties involved.

5.6 Additional services

During the term of the contract that results from this RFP, View Royal may request the Proponent to provide quotes for services outside the scope of the contract. Details of any additional services the proponent may be able to offer View Royal should be included in the Proponent's submission.

5.7 Project team

Proposal submissions must describe the following, at a minimum:

- a) How the proposed team's skills and abilities enable them to undertake the work that will be required.
- b) Organization and reporting structure, roles, and responsibilities of key personnel assigned to provide the services, including the contract manager, engineers, technologists/technicians and sub-consultants. If, due to unforeseen circumstances, the project manager is unavailable, please indicate who would fill this role and his/her credentials for the assignment.
- c) How gaps in personnel availability will be covered to provide uninterrupted service at the required minimum service levels (e.g. coverage for vacations or illness).

5.8 Methodology

Submissions must include a detailed work plan and methodology clearly describing all tasks proposed to fulfill the service objectives. The Proponent should identify any special issues or foreseen problems and how the recommended approach optimizes problem resolution. The Proponent may describe any specialized method or technology to ensure quick, efficient and professional execution of the services.

5.9 Change in scope

View Royal reserves the right to propose an amendment to the scope of work during the term of the proposed Contract. In such cases, the View Royal would request a quotation from the Contractor for the change in scope.

6 Contract Conditions

By submitting a proposal, the Proponent agrees that should its proposal be successful, the Proponent will enter into a Contract with View Royal that, subject to negotiation, may include the following selected contract clauses:

6.1 Services

The Contractor will provide all labour, equipment, supervision and services necessary to perform the services in accordance with the Contract. Any deviation from the requirements set out in this document must be fully disclosed in the proposal.

6.2 Warranties

The Contractor represents and warrants to View Royal that the Contractor and its personnel have the education, training, skill, experience and resources necessary to perform the services in accordance with this agreement and the Contractor acknowledges and agrees that View Royal has entered into this agreement relying on the representations and warranties in this section.

6.3 Compliance with Laws

The Contractor will give all the notices and obtain all the licenses and permits required to perform the work and provide written confirmation that the Contractor personnel are fully certified to perform the work. The Contractor will comply with all laws, regulations and requirements of authorities having jurisdiction applicable to the work or performance of the contract.

6.4 Laws of British Columbia

Any Contract resulting from this RFP will be governed by and will be construed and interpreted in accordance with all laws in effect in the Province of British Columbia.

6.5 Confidentiality

The Contractor will comply with all restrictions regarding disclosure of information pursuant to the *Local Government Act*, the *Community Charter* and the *Freedom of Information and Protection of Privacy Act* in accordance with professional standards and codes of conduct. The Contractor will be responsible for ensuring that other firms and individuals who may be engaged as partners in the performance of the work of the Contract are also in compliance with such standards and codes. All personnel performing services under this contract must sign a confidentiality agreement with View Royal.

6.6 Right to Terminate Services

View Royal may terminate any or all services upon 60 days written notice. If such notice is given, View Royal will pay only for time and expenses incurred by the Contractor up to the termination date and for any reasonable time and expenses incurred to bring the services to a close in a prompt and orderly manner.

If the Contractor is in default in the performance of any of its material obligations set forth in the agreement, then View Royal may, by written Notice to the Contractor require such default to be corrected. If within 15 days after receipt of the Notice the default has not been corrected or reasonable steps to correct the default have not been taken, the Town, without limiting any other right it may have, may immediately terminate this agreement and must pay the Contractor for the services rendered and

disbursements incurred by the Contractor to the date of termination, less any amounts necessary to compensate the Town for damages or costs incurred by the Town or by any person employed by or on behalf of the Town arising from the Contractor's default.

6.7 Insurance

Any Contract resulting from this RFP will require that the Contractor, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Contract term professional liability insurance in an amount not less than \$2,000,000 insuring the Contractors' liability resulting from errors and omissions in the performance of professional services under the Contract.

6.8 Registration with WorkSafeBC

The Contractor shall abide by all provisions of the *Workers Compensation Act* and its regulations and may be required to sign a WorkSafeBC Safety Covenant in the form provided by View Royal. The contractor and any approved subcontractors must always be registrants in good standing with the WorkSafeBC, for the duration of the Contract. Prior to receiving any payment, the Contractor may be required to submit a WorkSafeBC Clearance Letter confirming all assessments have been paid and the Contractor is in good standing.

7 Proposal Form

REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY MANAGED SERVICES PROVIDER – RFP 2019/F01

CLOSING TIME: 4:00 PM (LOCAL TIME) ON TUESDAY, SEPTEMBER 3, 2019

This form must be completed, signed and included with each proposal submission.

The undersigned confirms that its submission is in response to the above noted RFP.

The Proponent acknowledges receipt of Addenda # _____ through Addenda # _____.

Name of Proponent _____

Address _____

Contact Name _____

Phone _____

Email _____

All fees quoted below are in Canadian dollars net of any applicable taxes:

Service	Unit of Measure	Quantity	Rate	Monthly Fee
Network systems administration			\$	\$
Office 365/Azure AD cloud services administration			\$	\$
Service desk support			\$	\$
Total monthly price				\$

Hourly rate for additional service offerings (list and attach separately if necessary)

Confirmation of Proponent's Intent to Be Bound

The enclosed proposal is submitted in response to the referenced Request for Proposal, including any Addenda. By submitting a proposal, the Proponent agrees to all the terms and conditions of the RFP including the following:

- a) The Proponent has carefully read and examined the entire Request for Proposal;
- b) The Proponent has conducted such other investigations as were prudent and reasonable in preparing the proposal; and
- c) The Proponent agrees to be bound by the statements and representations made in its proposal.

Name of authorized representative _____

Signature of authorized representative _____

Date _____

8 Appendix A: Background Information

View Royal employs approximately 40 users requiring network access. Most of these users are classified as “information” workers, using a computer or laptop for most of their working day. Approximately 5 users are “mobile” workers, primarily using a mobile device in the field, and an additional 5 users are elected officials who use a tablet and phone for Town meeting agendas and minutes and email. The number of users and their information requirements are subject to change over the course of the contract term.

8.1 Indemnity

Notwithstanding the provision of insurance coverage by the Contractor, the Contractor hereby agrees to indemnify and save harmless View Royal, its officers, agents and employees from and against all claims, demands, losses, costs, damages, actions, suits or proceedings by whomever made, brought or prosecuted and in any manner based upon, arising out, related to, occasioned by or attributable to the activities of the Contractor, its servants, agents, and subcontractors in providing the services and performing the work of the Contract, excepting always liability arising solely out of the negligent act or omission of View Royal.

8.2 Facilities information

View Royal operates three facilities at two locations:

- a) 45 View Royal Avenue

Town Hall

Regular hours: Monday to Friday 8:30 am to 4:30 pm, excluding holidays (September to June)

Summer hours: Monday to Friday 8:00 am to 4:00 pm, excluding holidays (July to August)

Public Works/Parks Facilities

Regular hours: Monday to Friday 7:00 am to 2:30 pm year-round

- b) 333 Island Highway

Public Safety Building

Regular hours: Monday to Friday 8:30 am to 4:30 pm year-round

8.3 Background

Within the last year many of the key services that existed on premises have migrated to Office 365 and Azure Active Directory. These include:

- a) Exchange mail
- b) Mobile Device Management
- c) Windows updates
- d) Antivirus (Azure Intune)
- e) Microsoft Teams and SharePoint for internal communications and work flows

There is a plan to review and update the Information Technology Strategic Plan in 2020.

Hardware for user devices has recently undergone a significant refresh, including operating system upgrades to Windows 10 Professional.

All departments at the Town of View Royal are configured for and extensively use Microsoft Teams for meetings, document collaboration, project work, and messaging.

8.4 Current Environment

View Royal locates its operational data at two sites:

- a) Town Hall (Main) at 45 View Royal Avenue, View Royal, BC; and
- b) Public Safety Building at 333 Island Highway, View Royal, BC.

Both locations have diesel emergency power generation that supports normal operations indefinitely, maintained and operated by View Royal facilities manager.

View Royal's infrastructure and end user support is currently provided by a Vancouver Island based IT company under a managed services contract.

View Royal's telephone system is provided by Shaw Business' SmartVoice service and is maintained by Shaw.

A high-level overview of the current environment is detailed below.

8.4.1 Infrastructure

View Royal's current infrastructure is as follows:

Server/OS/Hypervisor: 6 physical HP servers in total.

- a) 5 virtual hosts using Microsoft Hyper-V (version 6.3.9600.16384); 4 located at Town Hall and 1 located at Public Safety Building; and
- b) 1 SCADA physical server (Town Hall).

Server Name	Serial Number	Model	OS Type
ENG-VMHOST	2M235103LG	ProLiant DL380p Gen8	Microsoft Windows Server 2012 R2 Standard x64
FD-VMHOST01	MXQ84205WJ	ProLiant DL380 Gen9	Microsoft Windows Server 2012 R2 Standard x64
SCADA	MX271500HM	ProLiant DL20 Gen9	Microsoft Windows Server 2012 R2 Standard x64
VMHOST02	MXQ73906XB	ProLiant DL380 Gen9	Microsoft Windows Server 2012 R2 Standard x64
VMHOST03	2M24360TX0	ProLiant DL380p Gen8	Microsoft Windows Server 2012 R2 Standard x64
VMHOST04	MXQ61405XN	ProLiant DL380 Gen9	Microsoft Windows Server 2012 R2 Standard x64

Presently there are 10 guests hosted on the 5 virtual hosts.

Guest OS: Six are Windows Server 2012 R2. Four are Windows Server 2008 R2 (Engineering ArcGIS License, IIS, file server) and Public Safety Building File and Print.

8.4.2 Internally hosted applications

- a) Central Square iCity Vadim - financial system;
- b) Noratek City Reporter - inspection management software (cloud-hosted with API integration with Vadim);
- c) Infolinx - records management;
- d) ArcGIS + ArcGIS License Server;
- e) AutoCAD + AutoCAD License Server;
- f) SCADA – sewer pump station monitoring; and
- g) ProFuel – fuel management software (Public Safety Building).

8.4.3 Databases

- a) Three (3) production and one (1) test SQL database; the largest production database is 4.6 GB;
- b) Five (5) engineering databases (including ArcGIS); the largest is just over 1.0 GB; and
- c) One (1) records management database (Infolinx) is 0.5 GB.

8.4.4 Networking and Bandwidth

- a) Two Sonicwall firewalls (TZ600 at Town Hall and TZ215 at the Public Safety Building);
- b) Four (4) Netgear 48 x 10/100/1000 (PoE+) + Two (2) x 10 Gb Ethernet + Two (2) x 10 Gb Ethernet SFP+ ports. Two switches are located at Town Hall and two switches at the Public Safety Building;
- c) Shaw Business fibre virtual private LAN service (VPLS) with quality of service agreement 100M Standard; and
- d) Shaw Business fibre gateway internet 100 Mbps.

8.4.5 Storage

There are 2 QNAP iSCSI NAS (SAS) devices at View Royal which are presently utilized for snapshot retention.

- a) Town Hall storage capacity is 21 TB.
- b) Public Safety Building storage capacity is 5.5 TB.

All files are locally hosted on the file servers located at Town Hall and the Public Safety Building. File storage consumption includes all data shares, profile data and IT files.

- a) Town Hall storage consumption is 1.33 TB.
- b) Public Safety Building storage consumption is 324 GB.

8.4.6 Current Backup/Disaster Recovery

Office 365 mailbox backup services are conducted by Storagepipe Solutions Inc. and utilize the Veeam Explorer for Exchange service for monitoring and restores.

Each office location also contains a backup appliance managed by Storagepipe, as well as an offsite backup that is managed with Veeam Backup and Replication.

There are two onsite backup storage servers, each with 12TB storage capacity.

8.4.7 Devices

View Royal has standardized all desktop/laptop devices: each desktop or laptop is HP hardware with a 3-year replacement cycle. The current breakdown is:

- a) All devices have been or will be updated to Windows 10 OS
- b) There is a Hybrid Azure AD configuration in place and all devices have been joined to Azure AD. This includes desktop workstations, laptops, mobile phones and iPads
- c) 95% of all devices are using Office Pro Plus (client or online services)
- d) 5% have MS Office 2016 standard installed.
- e) Currently the devices breakdown is as follows:
 - a. 15 iPads (corporate)
 - b. 17 iPhones (corporate)
 - c. 26 HP Pro Desk workstations
 - d. 20 HP Laptops
- f) Most workstations are supported with an APC uninterruptible power supply (UPS) Model 550 or higher.
- g) Various desktop and multi-function printers (currently non-standardized)

8.5 Near-term Projects

View Royal will undertake the following strategic technology projects over the next 12-24 months:

- a) EDRMS (Electronic Document Records Management System) with records classification and retention.
- b) Information Technology Strategic Plan update.
- c) Adoption of various Office 365 tools to enhance workflows, reporting and communication.
- d) Enhancement of online tools for customers to interact with the Town, including payments online.
- e) Development of a View Royal intranet using SharePoint.
- f) Assessment of and potential improvements to and/or expansion of wireless network.

9 Appendix B: Minimum Service Levels by Function

9.1 Network Systems Administration

The network systems administration function performs operational maintenance on all networked systems and is responsible for the performance, reliability and security of the systems. This function coordinates and liaises with departmental personnel, end-users, vendors and the Director of Finance or IT Coordinator on the timely execution of approved technology-enabled business initiatives.

The Network Systems Administration function performs work of analyzing, planning, installing, monitoring and documenting technology solutions, including servers, workstations, laptops, MFPs, telephone equipment, switches, routers, firewalls, and other LAN/WAN equipment. Assigned work includes the application of problem-solving skills to efficiently troubleshoot and resolve technical incidents to achieve high continuous availability of various business applications. This function interacts with end users, including staff and elected officials, and cooperates with vendors and other sub-contractors with a high level of professionalism. This function must be able to work independently to continuously improve network operations for View Royal.

Minimum service levels:

This function must provide dedicated, scheduled hours available to the Town of View Royal. Some evening, weekend and emergency call-out hours will be expected. The MSP will ensure any planned or unexpected personnel absences are backfilled with similarly qualified personnel.

This function:

- a) Researches, builds, installs, configures, troubleshoots, repairs, monitors, updates, and supports servers and LAN infrastructure including server hardware, network storage and wired / wireless network components;
- b) Documents, tests and implements computer operating systems, programs, and applications; assists end-users in the effective use of computer systems and facilities;
- c) Installs and configures operating systems and network applications for optimal uptime and resiliency; provides support for infrastructure software including but not limited to threat detection, threat prevention, backup and network / data security; develops strategic, tactical and operational plan proposals for the network system infrastructure;
- d) Advises the Town of View Royal regarding design solutions and project coordination; participates in the coordination of contractors and consultants engaged in the support and implementation of the network system infrastructure and/or applications;
- e) Develops plan proposals, estimates, recommends and potentially deploys changes and improvements to systems management and security policies;
- f) Provides technology procurement services including developing equipment and software replacement or new plan proposals, estimates, and recommendations; deploys replacement or additional equipment or services as required;
- g) Designs plans and performs system administration duties, including monitoring, coordinating, and administering security access and software execution rights and privileges. This includes, but is not limited to, network and file privilege changes and services related to the firewall.

- h) Responsible for maintenance, performance, and execution of centralized and de-centralized systems backups, including data and virtual machine replication for entire network environment, configuration files for switching equipment, and any other critical components requiring data backup;
- i) Responsible for testing, logging, implementing and documentation and restoration of data from networked systems;
- j) Responsible for the secure decommissioning of retired systems and/or storage;
- k) Maintains and secures computer/LAN equipment and software by using established best practices and effective diagnostics for monitoring firewall, network, RAID and direct attached storage disk space usage, network performance, and equipment and data allocation;
- l) Responsible for planning, organizing and documenting preventative maintenance procedures and schedules; coordinates, establishes and maintains IT equipment environments;
- m) Creates, troubleshoots, and maintains current documentation on network including but not limited to network diagrams, system operations procedures, and disaster recovery plans;
- n) Provides input to the annual departmental goals and objectives as well as the yearly capital planning budget process for the replacement of network infrastructure;
- o) Provides expert advice as a senior technical resource within various groups requiring new technology-enabled business projects;
- p) Researches, plans, executes, documents and communicates to affected parties the status of technology-enabled business projects, as assigned by the Town of View Royal;
- q) Performs and assists with service desk support functions, as required; and
- r) Works within established procedures and policies developed by the Town of View Royal.

9.2 Office 365/Azure AD Cloud Services Administration

The Office 365/Azure AD Cloud Services Administration function supports a hybrid Azure AD infrastructure and manages all aspects of Office 365 services and feature configurations.

Minimum service levels:

- a) The request originator will be contacted within four (4) business hours of creating a request and updated regularly on the status and estimated time to resolution until the task is complete.
- b) Requests for work related to on-boarding or off-boarding personnel will be scheduled to coincide with stated start/end dates on a best efforts basis.
- c) Maintains and provides access to a change log for supported systems or settings.

This function includes, at a minimum:

- a) User provisioning;
- b) Licensing and assignment;
- c) Intune and device management/monitoring;
- d) Teams and SharePoint administration;

- e) Compliance and governance configuration/management assistance;
- f) Reporting and security hardening;
- g) Services monitoring and troubleshooting;
- h) Backup monitoring and restores of cloud mailboxes;
- i) Additional cloud services configuration and set up as required;
- j) Performs and assists with service desk support functions, as required; and
- k) Works within established procedures and policies developed by the Town of View Royal.

9.3 Service Desk Support

The Service Desk function provides device (desktop, laptop, mobile phone, tablet and peripherals) and application support for end users. Working with the onsite IT Coordinator, this function provides response on a priority basis and escalates as needed. Service requests are tracked with key performance metrics reported on a regular basis.

The Service Desk Support function performs the work of managing and communicating service desk incident requests, troubleshooting technical issues, installing, testing, implementing, and documenting computer-related hardware and software. This function interacts with end-users, including staff and elected officials, the IT Coordinator, vendors and other sub-contractors with a high level of professionalism. This function operates as the single point of contact for View Royal users' service and technology incident requests and performs other operational and departmental project work as required.

This function is encouraged to use remote connectivity software to ensure timely repair and communication with users. Some scheduled on-site service is required.

Minimum service levels:

- a) Users will access Service Desk Support via email, direct telephone, and/or instant messaging using Microsoft Teams to initiate incident requests. Interactions should occur in Microsoft Teams as much as possible to ensure visibility for all parties.
- b) Requests for service will be handled on a priority and best available basis within core hours of operation.
 - Winter hours (September to June) 8:30 am to 4:30 pm Monday to Friday, excluding holidays.
 - Summer hours (July and August) 8:00 am to 4:00 pm Monday to Friday, excluding holidays.
- c) Users will be contacted within thirty (30) minutes of creating an incident request (may be a system-generated response indicating request has been received and anticipated duration to next contact).
- d) Users will be contacted within four (4) business hours of creating an incident request and updated regularly on the status and estimated time to resolution until the issue is resolved.

- e) On first contact, users will be provided with immediate workaround alternatives as an interim measure until the problem is resolved, if possible. Workaround alternatives may be coordinated through the onsite IT Coordinator or Director of Finance, if necessary.
- f) Emergency support services required by users outside of core hours will be made available on a best efforts response basis. Emergency support will be made available when an emergency affects primary business functionality or is identified as a critical risk to View Royal's network. Required work will be limited to restoring primary functionality and/or risk mitigation. Any required follow up work is to be resumed during core hours.
- g) Support services escalation will be made available should the resolution not satisfy the user and may include consulting with the IT Coordinator and/or Director of Finance.
- h) Support services will be required onsite on a regular schedule of one day per week for a minimum of 7 hours during core business hours (e.g. every Tuesday or Thursday).
- i) Support services personnel are expected to offer perspectives and experience on all technology-related projects.
- j) Support services personnel will work in cooperation with partners and other technology vendors as technology advocate/advisor.