



DISTRICT OF TAYLOR

Request for Proposal

Information Technology Services

July 26, 2013

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INTRODUCTION

The District of Taylor is seeking proposals from interested parties for the provision of the information technology services for the fiscal years 2013-2016 inclusive. Subject to satisfactory performance of the services by the successful vendor, the term may be extended, if mutually agreeable, for an additional two (2) year period.

This Request for Proposal (RFP) outlines the basic requirements of the District of Taylor for the services to be provided by the vendor, herein referred to as the Vendor.

Background

The District of Taylor is a small community located 15-20 minutes south of Fort St. John. The Municipality currently has approximately 30 desktop computers and 3 notebook computers. These computers are networked to a 2003 small business server both through hardwired connections as well as through radio connections (to other buildings within the municipality). The District plans to upgrade and/or replace the server in 2014 calendar year. There are six radio-connected buildings. Workstations are currently running Windows XP and Windows 7. The District also has one terminal server.

TERMS AND CONDITIONS

All submissions related to this RFP are to be directed to the following person. Information obtained from any other source is not official and should not be relied upon. Inquiries and responses will be recorded and may be distributed to all Vendors at the District's discretion.

Melany A de Weerd
Director of Finance
PO Box 300
Taylor, BC V0C 2K0
(250) 789-3392
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Selection Criteria

Mandatory Criteria

- Organizations must provide one (1) original, signed by a person authorized to sign on behalf of the Vendor, and one (1) digital copy in PDF format;
- The proposal must be received by Friday, August 23, 2013 at 4:00 pm local time;
- Proposals are not to be sent by facsimile;
- Proposals should be clearly marked with the name and address of the Vendor;
- It is the Vendor's sole responsibility to ensure their submission is received when, where and how it is specified in the RFP. The District is not responsible for lost, misplaced or incorrectly delivered submissions; and,
- All submissions will be date and time stamped

Desirable Criteria

Proposals meeting all of the mandatory criteria will be further assessed against desirable criteria. The Desirable criteria are outlined in Appendix A: Desirable Criteria

RFP Timeframe

The following timetable outlines the anticipated schedule for the RFP process. The timing and the sequence of events resulting from this RFP may vary and shall ultimately be determined by the District.

Event	Anticipated Date
Request for Proposal issued	July 26, 2013
Request for Proposal closes	August 23, 2013
Complete Evaluation of Proposals	August 29, 2013

Upon completion of the evaluation, a report will be prepared for consideration by District Council containing a recommendation to award the agreement. Should Council resolve to accept the recommendation, the successful Vendor will be contacted in writing of the award. The award will be for an initial three (3) year appointment term. Subject to satisfactory performance of the services by the successful Vendor, as determined by the District's review, the term may be extended for an additional two (2) year period.

General Conditions

The District is subject to the provisions of the Freedom of Information and Protection of Privacy Act (The Act). Proprietary information can be protected under the Act (Section 21) which deems disclosure harmful to business interests of a third party. Please clearly mark only the pages of your proposal that you consider to fall under this protection with "Confidential". However, please be advised that should there be a dispute regarding the protection of this information, the final decisions is made by the British Columbia Information and Privacy Commissioner.

At the conclusion of the RFP process, all Vendors will be notified. Unsuccessful Vendors may request a debriefing meeting with the Director of Finance. A debriefing meeting will be at the sole discretion of the Director of Finance.

Late proposals will not be accepted and will be returned to the Vendor.

Signature

Proposals shall be submitted under the signature of individuals authorized to sign such proposals and commit the Vendor to perform the services contemplated in the District's RFP.

Preparation Costs

All costs associated with the preparation and submission of a proposal shall be borne solely by the Vendor.

Termination of Services

Notwithstanding the provisions of the Community Charter respecting the termination of a Vendor, either party may terminate services as described, upon 30 days written notice.

PROJECT SCOPE

General

In compliance with the Community Charter, Council will award the contract for services; however, other firms may be used for other IT services if it is deemed more advantageous or appropriate to do so. The District, therefore, expressly reserves the right, at its sole discretion, to use other IT Services and firms.

Range of Services

The range of IT services required to be performed by the Vendor shall include, but not be limited to, the following:

- a) Network monitoring to ensure stability, uptime and security of the District of Taylor's computer network;
- b) Maintenance tasks for printers, Antivirus Systems, Backup Systems, various Servers, Firewalls, Routers, Workstations, etc;
- c) Helpdesk support

As well, the vendor may be requested to provide additional system upgrade services. Please include the types of services your firm provides and the fee for services rates in your proposal.

THE PROPOSAL

General

The proposal must include a table of contents illustrating the page numbers of all major sections as well as identifying relevant appendices or attachments. Specifically, the proposal should include the following information:

- a) The name of the Vendor, local address, telephone and facsimile numbers and name of the contact person;
- b) The location of the office from which the IT services are to be performed and the number of partners, managers and other professional staff employed at that office;
- c) A full description of the range of services provided by the local office;
- d) Identification of the managers, supervisors, and staff who will be assigned to the District, together with their qualifications;
- e) A list of current and prior clients, including the number of years of service on each and the name, telephone and facsimile number of a contact who can provide the District with a reference;
- f) Confirmation of WCB and insurance coverage.

Cost and Time Estimates

Proposals shall contain the following time and cost information:

- An estimate of the total number of personnel hours required for monthly monitoring and maintenance;
- Hourly billing rates for each category of staff;
- Billing rates for services to be provided;
- Billing rates for travel to/from location;
- Response time for both help desk and on-site service;
- Additional costs or disbursement charges and fees;
- Pricing structure for special projects ie. New server install, upgrades, etc;
- Provide details on innovative ways to reduce IT service fees

Acknowledgement and Understanding

In submitting a proposal, the Vendor acknowledges and agrees that it has read, understood and agreed to all terms and conditions described in this document

APPENDIX A: Desirable Criteria

Criteria	Weighting (of 100%)
Vendor Profile	20%
Qualifications	40%
Methodology & Pricing	40%

The points will be awarded within the following categories:

Component	Criteria
Vendor Profile	Local, Regional or National Vendor Office Location and the number of qualified staff employed
Qualifications	Previous related experience, including the names and numbers of client contact Previous related experience with remote radio connectivity Identify the qualified staff that will work on the contract along with a brief resume of each Clarity of work plan including detailed description of work to be performed
Methodology & Pricing	Quality of proposal Proposed fees and hourly rates for services Flexibility and expertise for additional services

NOTE: Any additional information that is pertinent to the service, and not noted above, should be included in the proposal and may be considered.