



P.O. Box 129, 110 Main Street, Sundridge, Ontario, P0A 1Z0

Telephone (705) 384-5316

RFP2023-001
Information Technology Maintenance and Support

Proposal Closing: September 15, 2023 at 12:30 p.m. local time.

Prior to submitting a Proposal, read the entire solicitation, including contract terms and conditions, all addenda, any other documentation supplied by the Village for information purposes. Failure to read any part shall not relieve the proponent of its contractual obligations.

1. Delivery of Proposal

Proposals will be received electronically through the Village of Sundridge bids&tenders page until September 15, 2023 at 12:30 p.m. local time.

<https://sundridge.bidsandtenders.ca/Module/Tenders/en/Home/BidsHomepage>

2. Proposal Documents

All proposal documents are available on bids&tenders only, printed copies will not be provided upon request, documents can be found at:

<https://sundridge.bidsandtenders.ca/Module/Tenders/en/Home/BidsHomepage>

3. Proposal Form

The Proposal Form must be signed and included with bid submission, the Fee Schedule shall be completed and included with bid submission.

4. Inquiries

Any questions relating to this tender should be submitted via bids&tenders webpage (below) not later than 5 business days before the Tender closing

date. Questions received in any other format will not be responded to.

<https://sundridge.bidsandtenders.ca/Module/Tenders/en/Home/BidsHomepage>

No verbal arrangement or agreement, relating to the goods, materials, supplies, equipment, or services specified/called for under this document will be considered bonding and every notice, advice or other communications pertaining to it shall be in writing.

5. Addenda to the Request for Proposal

Changes to the Proposal shall only be done by formal written addendum issued and posted on the Village Bids&tenders page. The Village reserves the right in their sole discretion to amend this Proposal any time prior to the closing date and time.

It is each proponent's ultimate responsibility to ensure all addenda and Question and Answer documents have been received prior to submission of their Proposal or, in any event, prior to the close of the Proposal, as a Proposal cannot be amended or withdrawn following close of the Proposal, for any reason.

6. Acceptance or Rejection of Proposal

The bidder agrees that the awarding of the contract based on this Proposal by the Village of Sundridge ("Village") shall constitute an acceptance of this Proposal and the Proposal shall represent the formal contract and agreement between the Village and the Bidder.

The Village reserves the right to reject any or all Proposals or to award the contract to someone other than the Bidder submitting the lowest Proposal, or to award the Proposal in part or whole, as in the Village's opinion may be in the best interest of the Village of Sundridge.

7. Disqualification of Proposal

A Proposal may be disqualified if:

- a) The Proposal is received after the appropriate time for the closing of the Proposal.
- b) The Proposal is incomplete, illegible or obscure, or contains additions, unclear language, erasures or irregularities of any kind.
- c) The Proposal is not received on the Form of Proposal supplied.
- d) The Proposal is not properly signed.

8. Cost of Responding to this Proposal

All costs directly or indirectly incurred by the proponent in responding to this Proposal shall be at the sole cost of the proponent.

9. Insurance

The successful proponent shall submit the required insurance certificate within seven (7) calendar days of award notification. The following insurance coverage is mandatory:

The Proponent shall, at the Proponent's own expense, provide the Village with the following Insurance prior to the commencement of any Contract:

- (a) Comprehensive general liability for an amount of not less than two million dollars (\$2,000,000.00) inclusive per occurrence.
- (b) Standard automobile insurance for all vehicles owned, licensed, or leased by the successful Proponent for an amount of not less than two million dollars (\$2,000,000.00) inclusive per occurrence.
- (c) Professional Liability Insurance (Errors & Omissions) by the successful Proponent for an amount of not less than two million dollars (\$2,000,000.00) inclusive per occurrence. Such insurance shall provide coverage for all errors and omissions made by the professional in the rendering of, or failure to render, professional services in connection with this agreement.

Certificates of Insurance, naming the Village of Sundridge as an additional insured, shall be supplied to the Village evidencing that the above insurance is in force, and Proponent will endeavor to provide the Village with thirty (30) days written notice prior to any cancellation or material change to the policies.

10. Indemnification

The Proponent agrees to indemnify and hold harmless the Village (including any of its bodies, agencies, councils, and associations, and their servants, agents, officers, directors, elected officials, successors, assigns, employees and personal representatives and each of them) from and against any loss resulting from negligence, claim, demand, damages, liability, and costs and permitted assigns. This provision shall survive termination of this Contract.

11. Responsibility

The successful bidder shall assume financial responsibility for loss or damage to their equipment while performing work covered by this Proposal and personal injury sustained by themselves or workers employed by the bidder engaged in this work. The successful bidder shall be responsible for any damage to property or services arising out of the performance of the work covered by this Proposal, and shall indemnify and save harmless the Village from all claims arising out of performance of said work.

12. Assignment of Contract

The bidder shall not assign, transfer or sublet the contract or any part thereof without the approval of the Village.

13. Accessibility for Ontarians with Disabilities Act (AODA)

Prior to the commencement of any work under this contract the successful proponent may be asked to furnish evidence of compliance with the Accessibility for Ontarians with Disabilities Act, 2005 requirements.

Pursuant to the AODA the Proponent shall ensure that employees, agents, volunteers, or others for whom it is responsible, receive training about the provision of the goods and services contemplated herein to persons with disabilities. Such training shall be provided in accordance with the AODA. The Proponent shall submit to the Village upon request, documentation describing its customer service training policies, practices and procedures, and a summary of the contents of training, together with a record of the dates on which training was provided and the individual to whom the training was provided.

The Village reserves the right to require the Proponent to amend its training policies, practices and procedures to be in compliance with the regulation.

14. Health and Safety and WSIB

The successful Proponent is required to conform with the Occupational Health and Safety Act as it relates to the performance of the contract. In addition, the successful Proponent will be required to supply the Village with a valid Clearance Certificate issued by the WSIB, or if applicable, a letter from WSIB verifying independent Operator's status.

Failure of the Proponent to comply with any and all relevant safety legislation

may result in the immediate suspension or termination of this Contract.

15. Termination

The Contract may be terminated, in whole or in part, without further obligation, liability or expense of any kind under the following conditions:

- a) Should the Proponent be adjudged bankrupt, or become insolvent, the Village may, without prejudice to any other right or remedy the Proponent may have, terminate the Agreement by giving the Proponent or their receiver or their trustee in bankruptcy written notice;
- b) At any time upon notice for a major breach of the terms of this Contract by the Proponent;
- c) At any time following the failure of the Proponent to remedy, repair, or correct any deficiency or defect upon receiving written notice from the Village;
- d) Upon thirty (30) days' written notice to the Proponent from the Village during the term of this Contract, whereupon the Village shall pay to the Proponent any Village-approved fees and expenses due to the effective date of cancellation but not thereafter; and
- e) As otherwise provided in the Contract.

The Village's rights of termination shall be in addition to any other rights or remedies it may have in law, in equity, or under this Contract.

16. Deletion from Contract

The Village reserves the right to delete any portion of the work from the contract should it be deemed in the interest of the Village to do so.

17. Restricting Statements

The bid must not be restricted by a statement added to the Proposal Form or a covering letter or alterations to the Proposal Form provided. The Village shall be entitled to, and reserves the right, to ignore such restrictions or alterations. Adjustment by letter to a Proposal already submitted will not be considered. A bidder desiring to make adjustments to a Proposal must withdraw the Proposal and/or supersede it with a later Proposal submission.

The Village reserves the right to conduct discussions with any proponent that submitted a Proposal to assure full understanding of the Proposal submitted.

18. **Payment and Holdback**

The Village will endeavor to make payment within thirty (30) days after receipt of an approved invoice. Where there is a question of non-performance involved, payment in whole or in part will be withheld.

The successful proponent shall submit an itemized bill to the Village of Sundridge upon completion of work.

No payment will be made for the time spent on repairs to the successful proponent's equipment.

19. **Locations**

Services will be required at each of the locations below:

Village of Sundridge Municipal Office – 110 Main Street Sundridge Ontario
Sundridge-Strong Fire Department – 10486 Highway 124 Sundridge Ontario

Services may be required at the location below:

Sundridge-Strong Union Public Library – 110 Main Street Sundridge Ontario
Please note the Library may require services occasionally, however, as a separate entity from the Village they may utilize the services of a company of their own choosing.

20. **Form of Proposal/Fee Schedule**

Pricing to include individual costs for all labour, maintenance fees, equipment, installation, and a total cost for the requested services noted. Any other fees that will or may be incurred shall be noted under Line 7.

The quoted price to be in Canadian Funds, excluding HST.

21. **Deliverables**

Services will be effective January 1, 2024. The Village of Sundridge is a small community located just off Highway 11, approximately 70 kms south of the City of North Bay.

The Village of Sundridge is inviting proposals for the supply of information

technology maintenance and support. The Village encourages proposals to include additional options, as well as recommendations and opinions from industry professionals regarding information technology best practices and possible improvements to current systems in place.

The Village employs five full-time office staff, and one full-time public works staff member with device access. In addition to five members of Council who may require occasional support. No server management will be required.

Project Scope

IT Maintenance and Support

- A) Software updates including third party applications and workstations as they become available and as required.
- B) Support key applications ranging from Microsoft Office 365, and any new software including licensing. Must be proficient in SharePoint.
- C) Anti-virus monitoring and management (including assisting with removal of viruses, malware, spyware, etc.).
- D) Perform support functions including recommending, installing, and configuring desktops, laptops and printers. May include assistance with purchasing as requested.
- E) Diagnosing and correcting desktop application problems as requested.
- F) Regular and preventative maintenance to systems. Maintain maintenance records for all equipment.
- G) Identifying and correcting end user hardware problems and performing advanced troubleshooting as requested.
- H) Maintain an up-to-date inventory of all Village computers, computer related hardware and software. The Village Clerk Administrator is to have access to this list at all times.
- I) Gather, store and provide all licensing information for all software installed on all the Village's office workstations. The Village Clerk Administrator is to have access to all licensing information at all times.

- J) Assist Village staff to determine the need for hardware and software maintenance.
- K) Facilitate corrections on all failed hardware, with third party hardware service providers.

Managing Networks

- A) Support to the Village's current firewall device inventory.
- B) Assist with any internal connectivity issues.
- C) Configuration of existing and new network equipment.
- D) Database installation, configuration, integrations and optimization.
- E) Operating System management and upgrades.
- F) In coordination with the Clerk Administrator or designate, 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.
- G) Maintain, review, and assist with WIFI configurations, updates, and setup.

Network Administration Services

- A) Router/Firewall setup, configuration, and optimization.
- B) Provide cable standards with labelling or colour schemes.

Security of Hardware, Systems and Networks

- A) Provision and Maintenance of virus detection programs on the Village's email and all computers and hardware
- B) Configure and maintain all Network and Network Security appliances, including Switches, Routers, Firewalls and Proxy Servers

Any security breach will be reported immediately to the Village Clerk Administrator in the form of immediate email or phone call and within 24 hours, a written report detailing

security breach, and potential impact to the Village.

22. General Conditions

The Village Server is currently managed by a third-party organization. This arrangement will remain in place and the successful proponent of this RFP may be required to collaborate with third-party organizations on occasion.

The Village of Sundridge has a combination of both desktop workstations and laptops which will require maintenance and support.

23. Submission Requirements

Qualifications and References

Proponents are required to provide an overview of their organization and evidence that they can complete all RFP requirements and provide examples of recent work of a similar scope.

Member Qualifications

Proponents must provide a complete list of the personnel that will be available to the Village, including a summary of their responsibilities.

Schedule of Costs

A Cost Summary (Fee Schedule) to include individual line costs for the requested services noted above. Any other fees that will or may be incurred shall be noted under Line 7.

Proponents' References

Proponents are required to provide a minimum of two (2) references, which involved work undertaken with similar scope and content in providing the types of services proposed in this RFP. Information to include the Company name, contact person, contact details and date completed.

24. Evaluation Criteria

All proposals received will be reviewed. While cost will be a consideration, it will not be the sole deciding factor in the selection process. The Village shall be the sole judge, in accordance with the provisions of this RFP.

In the evaluation process, all responses received by the submission date will be reviewed. Some of the responses may be eliminated from consideration and a short list of preferred Proponents may be established.

25. Rights of the Village of Sundridge

The Village of Sundridge reserves the right to:

- A) Make public the names of any or all bidders and their quoted fees;
- B) Verify with the bidder or with a third party any information set out in their Proposal;
- C) Disqualify any bidder whose Proposal contains misrepresentations, any other inaccurate or misleading information, or any unclear language;
- D) Disqualify any bidder who has engaged in conduct prohibited by this RFP;
- E) Make changes, including substantial changes, to this RFP provided that those changes are issued by way of addenda in the manner set out in this RFP;
- F) Select a bidder other than the bidder whose Proposal reflects the lowest cost to the Village;
- G) Cancel this RFP process at any stage;
- H) Cancel this RFP process at any stage and issue a new RFP for the same or similar deliverables;
- I) Accept or reject any or all Proposals in whole or in part;
- J) Discuss with any bidder different or additional terms to those specified in this RFP or in any bidder's Proposal;
- K) If a single Proposal is received, reject the Proposal of the sole bidder and cancel this RFP process or enter into direct negotiations with the sole bidder; and
- L) Enter into negotiations with the selected bidder to obtain cost savings, additional services, or any other matter.

These reserved rights are in addition to any other expressed rights or any other rights which may be implied in the circumstances.

Proposal Form

Information Technology Maintenance and Support

Failure to complete, sign, and submit this certification with the Proposal package may disqualify this Proposal.

I/We _____ (Legal Company Name)

of _____ (Business Address)

(Telephone Number)

(Fax Number)

(Email Address)

Having examined and read the Proposal documents for RFP2023-001 – Information Technology Maintenance and Support as issued by the Village of Sundridge, do hereby bid and agree to provide the services in accordance with the Proposal documents, and do hereby agree to accept the terms and conditions set out in this request for Proposal.

Executed this _____ day of _____, 2023

(Signature of Authorized Representative)

(Name and Title of Authorized Representative, Please Print)

The information collected on this document will be used for the purposes allowed under the authority of the Ontario Municipal Act. The personal information that you provide may be made public,

subject to the provisions of the Municipal Freedom of Information and Protection of Privacy Act.

Questions regarding the collection and use of this information can be directed to the Clerk Administrator for the Village of Sundridge, 110 Main Street, PO Box 129, Sundridge, Ontario P0A 1Z0 (705-384-5316).

Village of Sundridge

RFP2023-001 Information Technology Maintenance and Support

Fee Schedule

	IT Maintenance and Support	Price – Excluding HST
1	Maintenance of System (state frequency and total cost)	
2	Hourly rate for upgrading system work, generally planned work	
3	Hourly rate for responding to urgent / emergency calls for service	
4	Additional disbursements	
5	Travel Time (if not included in fee above)	

6	Markup on hardware/software	
7	Any additional costs not disclosed above	