



Request for Proposal (RFP)

IT Implementation Specialist Services Transition to Independent IT Department

1. Introduction

Peguis Child and Family Services is seeking proposals from qualified IT implementation specialists to support the transition from a third-party IT service provider to a fully independent, internally managed IT department.

The selected vendor will support the planning, configuration, deployment, testing, training, and post-implementation support of technology systems and solutions.

2. Background

Peguis Child and Family Services continues to fully operationalize, and we are seeking assistance with the implementation of transitioning from an IT service provider to an internally managed IT department. This team will oversee the Agency's implementations of IT systems to improve operational efficiency, system reliability, user adoption, and technical support processes.

3. Project Purpose

The purpose of this RFP is to identify an experienced IT Implementation Specialist who can assist with technology deployment and ensure a successful system implementation with minimal disruption to Agency operations.

4. Scope of Work

The selected IT implementation Specialist will be expected to provide services including but not limited to:

- Review current IT environment, systems, and business requirements
- Assist with implementation planning and project coordination
- Configure and deploy software, hardware, cloud systems or business applications
- Support data migration, system integrations, and user setup
- Conducting system testing, validation, and troubleshooting
- Document implementation processes, workflows and technical configurations
- Provide user training and knowledge transfer
- Support go-live activities and issue resolution
- Provide post-implementation support and optimization recommendations
- Coordinate with internal teams, vendors, and stakeholders
- Ensure compliance with IT security, privacy, and policies
- Participate in hiring practices to assemble the IT team with the HR manager

5. Required Qualifications

Proposals should demonstrate that the vendor has:

- Certifications such as ITIL, PMP, CompTIA A+, Network+, Security+, Microsoft, AWS, Azure or anything relevant
- Proven experience in IT implementation, systems deployment, or technical project support



- Strong knowledge of software systems, networks, cloud platforms, databases, and integration
- Experience with business applications such as CRM, ERP, SaaS platforms, databases, and integrations
- Ability to troubleshoot technical issues and provide clear solutions
- Strong communication, documentation, and training skills
- Ability to manage timelines, deliverables, and stakeholder expectations
- Knowledge of cybersecurity, access control, and data protection best practices
- Strong project management or business analysis experience

6. Deliverables

The selected provider may be responsible for the following deliverables:

- Implementation of project plan
- Requirements and technical assessment documents
- System configuration documentation
- Testing plan and test results
- Data migration or integration documents
- User training materials
- Go-live checklist
- Post-implementation support report
- Final project completion summary
- Participate in hiring practices to assemble the IT team

7. Project Timelines

The anticipated project timelines are as follows:

- Vendor Questions Deadline June 17, 2026
- Proposal Submission Deadline June 24, 2026
- Vendor Selection July 8, 2026
- Project Start Date July 13, 2026
- Implementation Completion Date January 18, 2026
- Post-Implementation Support End Date July 30, 2027

8. Proposal Requirements

All submitted proposals should include the following:

- **Company/Candidate Overview**
 - Name, Location, background, and relevant experience
- **Relevant experience**
 - Description of similar IT implementation projects completed
- **Proposed Approach**
 - Methodology for planning, implementation, testing, training and support
- **Project Team**
 - Names, roles, qualifications, and certifications of assigned personnel
- **Timelines**
 - Proposed schedule and major milestones
- **Pricing**
 - Hourly rate, fixed fee, estimated total cost, or pricing structures
- **References**
 - At least two or three client references for similar work



- **Risk Management**
 - Approach to managing technical issues, delays, and implementation risk
- **Support Model**
 - Availability for go-live and post-implementation

9. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Relevant IT Implementation Experience 25%
- Technical qualifications and certifications 20%
- Proposed approach and methodology 20%
- Cost and Value 15%
- Timeline and Availability 10%
- References and past performance 10%

10. Submission Details

Proposals must be submitted in person or electronically

Submission deadline: June 24, 2026

Format: PDF or physical copy in person

Projected Start Date: July 13, 2026

Contact: Jamal Richard Human Resource Jamal.Richard@peguiscfs.org

11. Questions

All questions regarding this RFP must be submitted in writing by email to Jamal.Richard@peguiscfs.org. We will respond weekly and post answers to all questions received. The final deadline for questions will be June 17, 2026.

12. Terms & Conditions

- Peguis Child and Family Services reserves the right to accept or reject any proposals
- Peguis Child and Family Services is not responsible for cost incurred in preparing proposals
- The selected provider may be required to sign a confidentiality agreement or non-disclosure agreement
- Final scope, pricing, and contract terms will be negotiated before awarded
- Work must comply with applicable security, privacy, and data protection requirements

13. Contact Information

For all RFP-related communication, please contact:

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