

Notice to Potential Proponents

Request for Proposals

RFP Date: July 2, 2025

RFP Solicitation #: 2025-01

RFP Title: IT MANAGED SERVICES

Please review the attached document and submit your Proposal in the method noted below by the closing deadline of 2:00:00 PM (as recorded by the receiver) on August 14, 2025.

Proposals will not be considered unless:

1. Received by the date and time specified above; and
2. Received via the email address specified below:
 - a. legislativeservices@bonaccord.ca

Submission by hard copy or facsimile will NOT be accepted.

Site Meeting Details: Not Required

Deadline for Questions: Must be received in writing (email) only via the email address specified, prior to 2:00:00 PM (local time) on August 7, 2025

Town Contact: Jessica Spaidal
Legislative Services & Communications Supervisor
Town of Bon Accord
5025 – 50th Ave
Bon Accord, AB
T0A 0K0

1. Overview

1.1. Purpose of RFP

- 1.1.1 The Town of Bon Accord (the “**Town**”) is seeking innovative Proposals from interested parties for the following:

The Town of Bon Accord, a peaceful community of just under 1,500 residents located 20 minutes north of Edmonton, is seeking a qualified supplier to deliver comprehensive managed IT services for its municipal operations. With a workforce of approximately 20 employees and facilities that include the Town office, fire hall, arena, public works buildings, and water and wastewater treatment plants, the Town requires robust, reliable, and responsive IT services to support its operations. The Town operates on a Monday to Friday basis from 8:00AM to 4:00PM.

Currently, managed IT services are contracted externally, covering all components of IT service delivery. As the existing contract approaches its conclusion, the Town is issuing this Request for Proposals (RFP) to identify a capable vendor who can meet the needs of the organization with a combination of on-site and remote services. Proponents are encouraged to present innovative solutions, including flexible service arrangements and corresponding pricing.

This RFP aims to ensure the Town of Bon Accord maintains efficient, secure, and scalable IT operations across all facilities, fostering an environment of excellent service delivery and technological resilience. Detailed requirements and the Scope of Work are outlined in Schedule “A” (the “**Work**”).

- 1.1.2. If the Town receives a Proposal acceptable to it, the Town will select one (1) or more parties who submitted a Proposal (the “**Proponents**”) with whom the Town, in its sole and unfettered discretion, will negotiate regarding the terms of a Contract (the “**Contract**”) to perform the Work.

1.2 Project Schedule

The schedule for this project is as follows:

Item	Date
RFP Issuance	July 2, 2025
Deadline for Questions and Addenda	August 7, 2025 @ 2:00:00 p.m. Mountain Standard Time
Closing Date	August 14, 2025 @ 2:00:00 p.m. Mountain Standard Time
Notice of Award	October 1, 2025
Estimated Service Start Date	November 1, 2025
Estimated Service End Date	November 1, 2028
Extension Term	Two (2) one-year service extensions

1.2.1 **ELECTRONIC BID SUBMISSIONS ONLY.** Proponents shall submit their Proposal marked “Town of Bon Accord Request for Proposal for IT Managed Services” (the “**Proposals**”) on or before 2:00:00 p.m. (Mountain Standard Time) on August 14, 2025 (the “**RFP Closing Time**”).

1.2.2 No faxed or physical submitted Proposals will be accepted by the Town.

1.2.3 Proposals will be opened following the RFP Closing Date. No Proposal(s) submitted after the RFP Closing Date will be accepted.

1.2.4 Each Proponent may submit only one (1) Proposal. Collusion between Proponents will be sufficient cause for the affected Proposal(s) to be rejected outright by the Town without further consideration.

1.2.5 Proponents should promptly examine all of the documents comprising this RFP and may direct questions or seek additional information in writing to the Legislative Services and Communications Supervisor on or before the Deadline for Questions on August 7, 2025.

1.2.6 Each Proponent shall designate within five (5) days of the receipt of this RFP, and no later than seven (7) calendar days prior to the RFP Closing Date, one (1) person to whom any additional information, as may be deemed relevant to this RFP by the Town, may be communicated.

1.2.7 The Town is under no obligation to respond to any inquiry submitted to it in respect of this RFP.

1.2.8 If the Town, in its sole and unfettered discretion, determines that a written response to an inquiry is warranted, a written response will be prepared and distributed to all Proponents who have requested a copy of this RFP and completed the acknowledgment form. Such written response(s) will be issued in the form of an addendum to this RFP and will be deemed to be part of this RFP.

1.2.9 No inquiry submitted to the Town will be responded to after August 7, 2025.

1.3 General Conditions Applicable to this RFP

1.3.1 Appendices and Addenda

1.3.1.1 The appendices to this RFP and any subsequent addenda are incorporated into and form part of this RFP. The information and data contained in any appendices and any subsequent addenda may form the basis upon which the Contract will be entered into with the Town.

1.3.2 Disclaimer of Liability and Indemnity

By submitting a Proposal, a Proponent agrees:

1.3.2.1. To be responsible for conducting its own due diligence on data and information upon which its Proposal is based;

1.3.2.2 That it has fully satisfied itself as to its rights and the nature extended to the risks it will be assuming;

1.3.2.3 that it has gathered all information necessary to perform all of its

obligations under its Proposal;

1.3.2.4 That it is solely responsible for ensuring that it has all information necessary to prepare its Proposal and for independently verifying and informing itself with respect to any terms or conditions that may affect its Proposal;

1.3.2.5 To hold harmless the Town, its elected officials, officers, employees, agents or advisors and all of their respective successors and assigns, from all claims, liability and costs related to all aspects of the RFP process;

1.3.2.6 That it shall not be entitled to claims against the Town, its elected officials, officers, employees, insurers, agents or advisors on grounds that any information, whether obtained from the Town or otherwise (including information made available by its elected officials, officers, employees, agents or advisors), regardless of the manner or form in which the information is provided is incorrect or insufficient;

1.3.2.7 That the Town will not be responsible for any costs, expenses, losses, damages or liability incurred by the Proponent as a result of, or arising out of, preparing, submitting, or disseminating a Proposal, or for any presentations or interviews related to the Proposal, or due to the Town's acceptance or non-acceptance of a Proposal; and

1.3.2.8 To waive any right to contest in any proceeding, case, action or application, the right of the Town to negotiate with any Proponent for the Contract whom the Town deems, in its sole and unfettered discretion, to have submitted the Proposal most beneficial to the Town and acknowledges that the Town may negotiate and Contract with any Proponent it desires.

1.3.3 No Tender and No Contractual Relationship

1.3.3.1 The Proponent acknowledges and agrees that this procurement process is a Request for Proposal and is not a tendering process. It is part of an overall procurement process intended to enable the Town to identify a potential successful Proponent. The submission of a Proposal does not constitute a legally binding agreement between the Town and any Proponent. For greater certainty, by submission of its Proposal, the Proponent acknowledges and agrees that there will be no initiation of contractual obligations or the creation of contractual obligations as between the Town and the Proponent arising from this RFP or the submission of a Proposal.

1.3.3.2 Further, the Proponent acknowledges that a Proposal may be rescinded by a Proponent at any time prior to the execution of the Contract.

1.3.4 Discretion of Town

1.3.4.1 Notwithstanding any other provision of this RFP to the contrary, the provisions in this Section 1.3.4 prevail, govern and override all other parts of this RFP. The Town is not bound to accept any Proposal. At any time prior to execution of the Contract, the Town may, in its sole and unfettered discretion, or for its own convenience, terminate the procurement process, cancel the Work or proceed with the Work on different terms. All of this may be done with no compensation to the Proponents or any other party.

1.3.4.2 The Town reserves the right, in its sole and unfettered discretion, to:

1.3.4.2.1 Utilize any designs, ideas or information contained in any of the Proposals for its sole use and benefit without making payment or otherwise providing consideration or compensation to any Proponent or any other party;

1.3.4.2.2 Negotiate the specific contractual terms and conditions, including but not limited to the fee or price of the Work, and the Scope of the Work;

- 1.3.4.2.3 Waive any formality, informality or technicality in any Proposal, whether of a minor and inconsequential nature, or whether of a substantial or material nature;
- 1.3.4.2.4 Receive, consider, and/or accept any Proposal, regardless of whether or not it complies (either in a material or non-material manner) with the submission requirements or is the lowest priced Proposal, or not accept any Proposal, all without giving reasons;
- 1.3.4.2.5 Determine whether any Proposal meets the submission requirements of this RFP;
- 1.3.4.2.6 Negotiate with any Proponent regardless of whether or not that Proponent is the Proponent that has received the highest evaluation score; and
- 1.3.4.2.7 Negotiate with any and all Proponents, regardless of whether or not the Proponent has a Proposal that does not fully comply, either in a material or non-material way with the submission requirements for the RFP or any requirements contained within this RFP.

1.3.5 Selection

- 1.3.5.1 Selection of the successful Proponent, if any, is at the sole and unfettered discretion of the Town.

1.3.6 Disqualification

- 1.3.6.1 The failure to comply with any aspect of this RFP (either in a material way or otherwise), shall render the Proponent subject to such actions as may be determined by Town, including disqualification from the RFP process, suspension from the RFP process and/or imposition of conditions which must be complied with before the Proponent will have its privilege of submitting a Proposal reinstated.

2. Scope of Work and Submission Requirements

2.1 Scope of Work

2.1.1 Proponents are to review the General Specifications attached hereto as Schedule "A".

2.2 Terms and Conditions

2.2.1 General Information

Proponents must have a dedicated email account to send Bids, and send or receive communications from the Town, including addenda.

Proponents should structure their Proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a Proposal should reference the applicable section numbers of this RFP.

All Proposals are to be in English only.

Any information provided through the RFP, and associated Addenda, is for information only and does not guarantee the accuracy of information or quantities. It is the Proponent's responsibility to obtain all the information necessary to prepare a Proposal in response to this RFP.

The Proponent will bear all costs associated with or incurred in the preparation and presentation of its Proposal, including, if applicable, costs incurred for interviews or demonstrations.

2.2.2 Communications During RFP

Proponents should promptly examine all of the documents comprising this RFP and may direct questions or seek additional information in writing by email only on or before the Deadline for Questions on August 7, 2025.

Questions related to this bid are to be submitted to the Legislative Services and Communications Supervisor in writing by email only. Submitted queries will be answered by Addendum only. Questions may be answered in part, or in whole, at the discretion of the Town and not all queries will be responded to if deemed to not

be relevant to the RFP submission.

If an Addendum is issued following the Deadline for Issuing Addenda, the Town may extend the Submission Deadline for a reasonable period of time.

Bidders shall acknowledge receipt of any addenda via email by responding to the addenda email with the word “Acknowledged”.

It is the responsibility of the Bidder to have received all Addenda that are issued. Bidders should check online at <https://bonaccord.ca/RFPsandTenders> prior to submitting their Bid and up until the Bid closing time and date in the event additional Addenda are issued. If a Bidder submits their Bid prior to the Bid closing time and date and any Addenda have been issued, the Bidder will be required to re-submit their Bid prior to Bid closing time. The re-submission email should include the updated Bid and indicate in writing that the initial Bid is withdrawn and the updated Bid is attached.

The Bidder is solely responsible to:

- make any required adjustments to their Bid; and
- acknowledge the Addenda; and
- ensure the re-submitted Bid is RECEIVED no later than the stated bid closing time and date.

2.2.3 Conflict of Interest

A Proponent may not have a direct or perceived Conflict of Interest with submitting a response to this RFP. This includes, but is not limited to,

- having access to confidential information not available to other Proponents;
- having communications with any person with a view to influencing preferred treatment in the RFP process; or
- engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive RFP process.

The Town may disqualify a Proponent for any conduct, situation or circumstances, determined by the Town, in its sole and absolute discretion, to constitute a Conflict of Interest as defined above.

2.3 Proposal Requirements

The Town reserves the right, but is not required, to reject any Proposal that does not include the requirements.

2.3.1. Description of the Proposal

2.3.1.1. Proposals shall include the legal name, address and telephone numbers of the individual, the principals of partnerships and/or corporations comprising the Proponent, and in the case of partnerships or corporations, the individual who will be the representative of the partnership or corporation.

2.3.1.2 Proposals shall include a description of any subcontractors, agents or employees that the Proponent expects to involve in the performance of the Work. The Town reserves the discretion to approve or reject the proposed use, by the selected Proponent of any proposed subcontract which discretion shall be exercised reasonably.

2.3.1.3 Proposals shall include a description of the individuals who will be performing the Work including their previous experience and qualifications.

2.3.1.4 Proposals shall include a list of previous work of a similar nature to the Work required by the Town as set out in this RFP.

2.3.2 Prices for the Work shall be inserted by the Proponent in the form attached hereto as Schedule "B" and the form shall be submitted by the Proponent at the time of the submission of its Proposal. The Proponent's cost Proposal shall align with the criteria outlined in this RFP and may include additional information as necessary.

2.4 Execution of the Proposal

2.4.1 Proposals shall be properly executed in full compliance with the following:

2.4.1.1 Proposals and the pricing form attached as Schedule “B”, must be signed by the representative for the Proponent;

2.4.1.2 If the Proposal is made by a corporation, the full name of the corporation shall be accurately printed immediately above the signatures of its duly authorized officers and the corporate seal shall be affixed;

2.4.1.3 If the Proposal is made by a partnership, the firm name or business name shall be accurately printed above the signature of the firm and the Proposal shall be signed by a partner or partners who have authority to sign for the partnership;

2.4.1.4 If the Proposal is made by an individual carrying on business under a name other than the name of that individual, the business name together with the individual's name shall be printed immediately above its signature; and

2.4.1.5 If the Proposal is made by a sole proprietor who carries on business in the name of an individual, the proprietor shall print name of that individual immediately below their signature.

3.0 Mandatory Submission Requirements

3.1 The Successful Proponent shall obtain and provide proof of all required insurance and documentation to the Town Contact within ten (10) business days of receiving notice of award, which includes or is as follows:

3.1.1 The Proponent shall include a Certificate of Professional General Liability Insurance by an insurance broker duly registered and authorized to conduct insurance business. The insurance will be sufficient amounts and description to protect the Proponent, its employees, and any sub-contractors against claims for damages, personal injury including death, bodily injury and property damage.

3.1.2 A copy of all licenses, certifications, qualification issued by the relevant

authorities, which the Proponent requires in order to perform the Work contemplated by the RFP.

3.1.3 A copy of a Town of Bon Accord Business Licence, if required, within ten (10) business days upon award of project (can be prorated).

3.1.4 Workers' Compensation Board coverage for all employees, if any, engaged by the Proponent in accordance with the laws of the Province of Alberta.

3.1.5 Such other insurance as the Town may from time to time reasonably require.

3.1.6 The Proponent shall cause all insurance coverage maintained by the Proponent in accordance with this RFP, except for errors and omissions coverage (if required), to name the Town and any other party designated by the Town as an additional insured and to contain a severability of interests or cross liability clause. The Proponent shall cause all insurance coverage to provide that no such insurance policy may be cancelled without the insurer providing no less than thirty (30) days' written notice of such cancellation to the Town. The Proponent shall, upon the request of the Town, furnish written documentation, satisfactory to the Town, evidencing the required insurance coverage. The cost of all of the insurance required to be held by the Proponent as set forth herein shall be borne by the Proponent.

4.0 Evaluation Process

4.1 After the RFP Closing Time, the Town will review and evaluate all the Proposals received based upon the information supplied by the Proponents in accordance with the submission requirements of this RFP.

4.2 In evaluating the Proposals received, the Town will consider all of the criteria listed below in Section 4.4 and the Town will have the sole and unfettered discretion to award up to the maximum number of points for each criterion as listed below. By submitting a Proposal, the Proponent acknowledges and agrees that the Town has, and is hereby

entitled to exercise, the sole and unfettered discretion to award the points for the evaluation of the noted criteria.

4.3 By submitting a Proposal, each Proponent acknowledges and agrees that it waives any right to contest in any legal proceedings the decision of the Town to award points in respect of the criteria noted below (the “Evaluation Criteria”). The Evaluation Criteria and the maximum number of points for each criterion are as follows:

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4.4 Scoring Template

Proposals will be evaluated in two (2) parts.

Item	Weighting
Technical Proposal	70
Cost Proposal	30

4.4.1 Technical Proposal Evaluation

The criteria that will be evaluated within the Technical Proposal section will be as follows:

Technical Evaluation Criteria	
Qualifications and Experience	20
Completeness of Proposal	20
Availability of Proponent to Town	30
Technical Evaluation Total	70

4.4.2 Cost Proposal Evaluation

The Cost Proposals will be evaluated as follows:

Cost Proposal Evaluation		30
Cost Proposal Calculated Score	Calculation to be adjusted to include only the Companies which pass the technical evaluation. Score = (Lowest Cost Submission/RFP Cost of Services) x 30	

The Proposed total costs must include details of all professional and disbursement costs. This includes estimated hours and rates for all key personnel and technical resources as well as any sub-consultant costs and disbursements.

It is up to the Town's discretion whether or not to evaluate more than three (3) Proposals. If the Town chooses to do so they may determine a maximum technical evaluation total threshold that must be met instead and will evaluate all cost Proposals that meet or exceed that threshold.

4.5 The Town may select a Proponent with the lowest, or not necessarily the lowest, Price Per Point with whom to negotiate the Contract for the Work. Points will be assigned for each criterion based on the information provided in the Proponent's submission. Scoring will be consistently applied by the Town's evaluation team through the use of the specified scoring system noted below. Points will be awarded on a scale of 0 to 10 as noted below:

Score	Description
0-2	UNACCEPTABLE: does not satisfy the requirements of the criterion in any way
3	VERY POOR: address some requirements but only minimally
4	POOR: addresses most of the requirements of the criterion but is lacking in critical areas
5	MARGINAL: barely meets most of the requirements of the criterion to a minimum acceptable level
6	SATISFACTORY: average capabilities and performance, and meets most of the requirements of the criterion
7	ABOVE AVERAGE: fully meets all of the requirements of the criterion
8	SUPERIOR: exceeds the requirements of the criterion
9-10	EXCEPTIONAL: feature is clearly exceptional to the requirements of the criterion

4.6 The Town also reserves the right to accept conditions to be offered by and/or negotiated with the successful Proponent which are not specifically contained in this RFP. Such options and/or alternatives shall be included in the Proposal review process as part of the evaluation.

4.7 At all times, the Town reserves the right to seek written clarification regarding a Proposal from a Proponent. Such clarification shall be deemed an amendment to such Proponent's Proposal.

4.8 Period Open for Consideration

4.8.1 The Proposals received shall remain open for the Town's consideration for a period of ninety (90) days following the RFP Closing Date on August 14, 2025, in order to allow for the Town to undertake the evaluation of the Proposals received and to undertake the negotiations as provided for herein.

4.9 Information Disclosure and Confidentiality

4.9.1 All documents submitted to the Town will be subject to the protection and disclosure provisions of the Access to Information Act ("ATIA"). The ATIA allows persons a right of access to records in the Town's custody or control. It also prohibits the Town from disclosing the Proponent's personal or business information where disclosure would be harmful to the Proponent's business interests or would be an unreasonable invasion of personal privacy as defined in sections 19 and 20 of the ATIA. Proponents are encouraged to identify what portions of their Proposals are confidential and what harm could reasonably be expected from its disclosure. However, the Town cannot assure Proponents that any portion of the Proposals can be kept confidential under the ATIA.

4.10 Independent Determination

4.10.1 A Proposal will not be considered by the Town if it was not arrived at independently without collusion, consultation, communication or agreement as to any matter, such as prices, with any other Proponent.

4.11 Documents

4.11.1 All documents submitted by a Proponent shall become the property of Town upon being presented, submitted, or forwarded to the Town. Should any documents be submitted electronically, notwithstanding the prohibition on same contained elsewhere in this RFP, then their content and the media they are contained in shall also become the property of the Town upon their being presented, submitted or forwarded to the Town.

4.12 Use of Documents, Drawings and Ideas

4.12.1 Notwithstanding anything contained in this RFP as to the purpose for the

submission of Proposals, the Town may use the concepts, ideas, suggestions, and directions contained within the documents, drawings, plans, written descriptions and other materials contained in Proposals and in any communication surrounding the Proposals provided by the Proponents or their agents, for any purpose whatsoever including, but not limited to, use of portions of the Proposals or of ideas, information, enhancements to the Evaluation Criteria and designs contained therein in other Town works. For clarity, the confidentiality obligations set out herein applicable to the Town's use of information shall not interfere with the Town's right to use concepts, ideas, suggestions and directions as herein described.

4.13 Canadian Free Trade Agreement and New West Partnership Trade Agreement

4.13.1 The provisions of the Canadian Free Trade Agreement ("CFTA") and the New West Partnership Trade Agreement ("NWPTA") apply to this Proposal.

4.14 Law and Forum of Proposal

4.14.1 The law to be applied in respect of this RFP shall be the law of the Province of Alberta and all civil actions commenced in relation to this RFP shall be adjudicated by the Courts of the Province of Alberta. By submitting a Proposal, the Proponent is deemed to have agreed to attorn to the jurisdiction of the Courts of the Province of Alberta.

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Schedule A: Scope of Work

The Town of Bon Accord requires the following general services from a preferred vendor for Information Technology (IT) Managed Services. The Scope of Work includes, but is not limited to, the following:

A. Network Support and Maintenance (both on-site and off-site) and Maintenance Records.

- I. Ensure continuous support for network operations, including on-site and off-site maintenance, with accurate records of all activities performed.

B. Support/Response Timeframe to provide level of services and after-hours/emergency support.

- I. Define service levels, including response times for regular, after-hours, and emergency support situations.

C. Procurement Management

- I. Selection of commercially rated equipment of appropriate quality for the application, order placement, order tracking and shipping, in accordance with Town Purchasing Policy.
- II. Provide technical specifications and support for all tendered procurement in accordance with Town Purchasing Policy.

D. Warranty and Break-Fix Services.

- I. Provide support for warranty management and resolve hardware issues quickly and effectively.

E. Familiarity with Software Services, Software Upgrades, PC Management, Software Integration Management, and Licensing Management.

- I. Manage software services, upgrades, PC management, integration, and license tracking to ensure compliance and efficiency.

F. Value-Added Services and Advisory Capabilities.

I. Offer additional advisory and consulting services that enhance overall IT operations.

G. Network Security and Protection.

I. Protect network infrastructure from threats through robust security measures and protocols.

II. Provide a comprehensive IT security assessment that will include protection of private information as stipulated in the Alberta Access to Information Act (ATIA) and Protection of Privacy Act (POPA).

H. Supplementary Information – Provided by Respondent.

I. Allow the respondent to provide additional relevant information to highlight their capabilities.

I. Disaster Recovery of all servers and data in the event of significant natural or environmental events.

I. Maintain and oversee disaster recovery plans for all servers and data, ensuring business continuity after major events in accordance with the Town's Cyber Security Incident and Disaster Recovery Plan Policy.

J. Asset Lifecycle Management.

I. Oversee the lifecycle of IT assets, from procurement to disposal, ensuring optimal performance and cost-efficiency.

K. Audio Visual (AV) and Meeting Support

I. Define ability to facilitate AV and Meeting support for Council, Committee of the Whole Meetings and other meetings as required, either virtually or in-person.

L. Printer/MFP Deployment

I. Ability to manage the installation and support of all device types listed below, if required.

M. Reporting and Communication

- I. Ensure adequate reporting and communication on all assets, current activities, issues and project status reports, with a preference for monthly reporting.

N. Onsite Support

- I. Minimum of one (1) ON-SITE technician support visit per month, as needed.

Proponents must address each item in the Scope of Work in their Proposal and demonstrate their ability to meet these requirements effectively and efficiently.

The Town's current IT assets include, but are not limited to, the following:

- Approximately 45 devices under management (servers, computers, network devices, cameras, etc.).
- 21 endpoints (desktop/laptop/thin client).
- 1 physical server (Hyper-V host).
- 5 virtual servers - 1 on physical host, 4 In Cloud (Server 2019 Standard edition)
- 3 Enterprise Watchguard firewalls.
- 3 network switches (HP Office Connect).
- 8 VLANs (5 main site, 2 Arena, 1 Public works).
- 4 enterprise Wi-Fi APs (2 APs main site - 2 SSID, 1 Arena - 2 SSID, 1 Public Works - 1 SSID).
- 2 network uninterruptible power supply unit management.
- 3 Printers or MFP devices - management and/or coordination of support with printer vendors.
- Assistance with mobile devices (mix of corporate owned and personal) - approx. 25, as needed.
- Disaster recover & backup ->1.9 TB in offsite storage with disaster recovery capability. 1.7 TB for 4 cloud VMs. 200GB of offsite replication. 260GB of on-site storage for host + 1 VM.
- Licensing for multiple Backup & Replication servers, and 6 servers or endpoints with licensing.
- 3 physical buildings or locations with network equipment or tie ins.

- Enterprise MDR/Antivirus platform + licenses (approx. 30 devices).
- Microsoft 365 full management.
- Full MSP management of all devices, including all day-to-day support requests from staff.
- 24/7/365 monitoring on all core network, servers, and key line of business (LOB) services.
- Network Operations/Helpdesk support with 24/7/365 management of servers and core management with service level agreement (SLA).
- Network management licensing (Auvik).
- Management of all 3rd party vendors.
- Support on all primary line of business applications.

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Schedule B: Evaluation Criteria

Technical Proposal

A maximum of twenty (20) pages, plus appendices, which includes the following minimum requirements:

Proponents must submit a comprehensive and detailed technical Proposal not exceeding twenty (20) pages, plus appendices. The Proposal must address the following evaluation criteria and provide all required information to demonstrate the vendor's qualifications, capabilities, and ability to meet the Town of Bon Accord's needs. Proposals that fail to address these criteria or omit required details may not be considered.

The key evaluation criteria for the technical Proposal include:

Qualifications and Experience (20 Points):

Proponents must demonstrate their expertise and experience in providing IT Managed Services for municipalities or similar organizations. Proposals should include:

- A detailed description of the vendor's qualifications and specific experience delivering IT services to organizations of similar size and complexity, including municipalities.
- Case studies, client references, or examples of past projects to illustrate the vendor's success in providing services comparable to the Scope of Work outlined in this RFP.
- A clear explanation of the vendor's organizational strengths, key differentiators, and value proposition that sets them apart from other Proponents.

Expectation: Proposals will be evaluated based on the relevance, depth, and quality of the vendor's experience, as well as their ability to demonstrate expertise in the municipal IT services domain.

Completeness of the Proposal (20 Points):

Proponents must submit a clear, comprehensive, and well-structured Proposal that thoroughly addresses the Scope of Work outlined in Schedule “A.” Proposals should include:

- A detailed explanation of how the vendor will meet all requirements of the Scope of Work.
- A comprehensive plan for managing all IT assets, including network infrastructure, hardware, software, and cybersecurity measures.
- Clear and transparent pricing that aligns with the proposed services and provides options for varying levels of service (e.g., frequency of on-site support).
- A roadmap or timeline for implementation and ongoing support, demonstrating an understanding of the Town’s needs and expectations.

Expectation: Proposals will be assessed on the thoroughness and clarity of the response, the alignment with the Scope of Work, and the level of detail provided in addressing each requirement.

Availability of Vendor to Town (30 Points):

Proponents must demonstrate their capacity to provide reliable and responsive IT support to the Town. Proposals should include:

- A description of the vendor’s availability for on-site and remote support, specifying regular service hours and emergency/out-of-hours response capabilities.
- An explanation of communication methods, including phone, email, and third-party software, to ensure effective and timely issue resolution.
- The proposed frequency of on-site visits and remote monitoring, as well as any flexibility in scheduling based on the Town’s needs.
- Any additional value-added services related to availability or responsiveness.

Expectation: Proposals will be evaluated based on the vendor’s ability to demonstrate consistent availability, effective communication methods, and flexibility to address the Town’s IT requirements, both during and outside regular business hours.

This technical evaluation may include but is not limited to:

- Cover Letter, signed by a person with the relevant authority for your company
- Proposal Overview
- Proposed Approach
- Methodology
- Project Team
- Project Schedule

Appendices may include:

- Resumes
- Gantt Chart Schedule
- Corporate Brochures

Cost Proposal (30 Points)

A maximum of five (5) pages, plus appendices.

The cost Proposal must include all applicable costs associated with the services outlined in the Proposal and must, at a minimum, address the following:

- A. Minimum of one (1) ON-SITE technician support visit per month (assistance with all IT questions and coordination of all support and IT planning matters.
- B. Web (video based) Skills enablement and user training platform (Cyber security awareness training, Microsoft 365 training, custom training modules for A/V systems, etc.)
- C. Monthly IT planning meetings with key contact(s) at Town of Bon Accord.
- D. Advanced Client Portal (detailed equipment reporting, support, ticket management).

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Schedule C: Cost Proposal Submission Form

The cost Proposal submission form for IT Managed Services should capture all costs associated with the Scope of Work, including those detailed in Schedule B, labour, travel, equipment, materials and any other relevant expenses necessary to deliver services in their entirety. Costs must encompass all aspects required to fulfill the Proposal.

COST PROPOSAL SUBMISSION FORM

Task/Description	Total
	\$
	\$
	\$
	\$
Project Total	\$

The above prices are excluding GST and in Canadian Funds only. Each Scope of Work is mutually exclusive of the other and the Town reserves the right to award some or all of the Scopes of Work.

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