



REQUEST FOR PROPOSAL

RFP – 2018-01

Supply of IT Support and Value-Added Services

Issue Date: January 11, 2018

Closing Date: Thursday, January 25, 2018 @ 4:00 pm PST

Submission Information:

Village of Pemberton

Att: Lena Martin, Manager of Finance & Administration

PO Box 100, 7400 Prospect Street

Pemberton, BC V0N2L0

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EXECUTIVE SUMMARY

The Village of Pemberton is located 35 km North of Whistler in the Pemberton Valley, and is part of the Sea to Sky Corridor. Pemberton is one of the most desirable communities in BC and home to family farms, adventurous outdoor activities and stunning vistas. With over 2400 residents and just 30 km from Whistler, Pemberton prides itself on its creative and collaborative approach with the business community, local volunteer groups, neighbouring communities and key business and tourism partners, such as Tourism Pemberton and the Pemberton & District Chamber of Commerce. Pemberton's mild winters, warm summers and unique adventure culture provide an ideal place to enjoy arts, history, recreation, dining, shopping and comfortable lodging.

1. INTRODUCTION

The Village of Pemberton is seeking to partner with a single preferred vendor to supply the municipality with computer hardware, network support and management, warranty and break fix service, as well as other potential value-added services that will drive efficiencies around procurement, acquisition, installation, use and maintenance.

The Village recognizes the advantages and opportunities in streamlining its IT procurement functions. It intends to partner with a single preferred vendor, who is capable and willing to meet the requirements stated herein, and may potentially further enhance its current IT procurement functions focusing on efficiencies and total cost of ownership.

Questions regarding this Request for Proposal, submission requirements, timing or similar contractual matters should be directed to:

Lena Martin, Manager of Finance & Administration
Telephone: 604.894.6135
Email: lmartin@pemberton.ca

If the Proposal file is larger than 10 MB, please provide a hyperlink in the email to download the file from an online file host, such Dropbox, FTP, or your own system. **Proposals received after the closing time will not be considered.**

2. INSTRUCTIONS, TERMS AND CONDITIONS

The following terms and conditions will apply to this Request for Proposal. Submission of a Proposal indicates acceptance of all the terms that follow, and that are included in any addenda issued by the Village. Provisions submitted in Proposals that contradict any of the terms of this Request for Proposal will be as if not written and do not exist.

- 2.1** Definitions: "Village" or "the Village" shall mean the Village of Pemberton. "Proponent" shall mean the entity submitting a proposal. "Contractor" or "Consultant" shall mean the successful Proponent.
- 2.2** **Sealed Proposals** must be submitted in an envelope clearly marked: "CONFIDENTIAL RFP-2018-01 (IT Support and Value-Added Services)"

Village of Pemberton, Box 100, 7400 Prospect Street, Pemberton BC, V0N2L0

Electronic Proposals must indicate the following in the Subject line:

“CONFIDENTIAL RFP-2018-01 (IT Support and Value-Added Services)”

If the Proposal file is larger than 10 MB, please provide a hyperlink in the email to download the file from an online file host, such as Dropbox, FTP, or your own system.

And must be received by: Thursday, January 25, 2018 @ 4:00 pm PST.

- 2.3 Proposals must be executed by an authorized signatory of the Proponent utilizing the Proponent Commitment contained in Appendix “A” of this Request for Proposal.
- 2.4 All Proposals and subsequent information or material received shall become the property of the Village of Pemberton and will not be returned. The Proposals will be held in confidence by the Village subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.
- 2.5 Proposals may be withdrawn, by written request only to the Manager of Finance and Administration (CFO), at any time prior to the scheduled closing time.
- 2.6 Proposals remain valid, and may not be withdrawn, for a period of sixty (60) days following the date for submission of the Proposals.
- 2.7 Prior to the date for submission of Proposals, Proponents should not contact any other representative of the Village regarding this Request for Proposal, other than the representatives identified in Section 1.2, without that representative’s permission. Unauthorized contact with any Village representatives, including members of Village Council, may be cause for the rejection of the proponent’s proposal.
- 2.8 Proponents are cautioned to carefully read and follow the Instructions, Terms and Conditions required by this Request for Proposal, as any deviation, omission, as well as any inaccuracies or misstatements may be cause for rejection. However, the Village reserves the right, at its sole discretion, to waive minor irregularities and defects in a proposal, and proceed with that Proponent.
- 2.9 Submission of a Proposal by a Proponent and its subsequent receipt by the Village does not represent a commitment on the part of the Village to proceed further with any Proponent or project. The Village is under no obligation to award a contract as a result of this Request for Proposal and reserves the right to terminate this Request for Proposal process at any time.
- 2.10 Except as expressly and specifically permitted in these Instructions, Terms and Conditions, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this Request for Proposal and by submitting a proposal each proponent shall be deemed to have agreed it has no claim.
- 2.11 The Village and its representatives, agents, consultants and advisors will not be liable to any proponent, or any firm, corporation or individual member of a proponent, for claims,

whether for costs, expenses, loss or damages, or loss of anticipated profits, or any matter whatsoever, suffered or incurred by the proponent, or any firm, corporation, or individual member of a proponent, in preparing and submitting a proposal, or participating in the Request for Proposal process or negotiations for the agreement, or any activity related to or arising out of this Request for Proposal.

- 2.12** This Request for Proposal and the successful proponent's response may form part of any contract entered into.
- 2.13** Any information acquired about the Village by a Proponent during this process must not be disclosed unless authorized by the Village, and this obligation will survive the termination of the Request for Proposal process.
- 2.14** The Proponent, including all firms, corporations or individual members of a Proponent, will promptly disclose to the Village any potential conflict of interest and existing business relationships they may have with the Village or evaluation committee. The Village reserves the right to disqualify any Proponent that, in its opinion, has a conflict of interest, whether such conflict exists now or is likely to arise in the future.
- 2.15** Pricing will be firm for the contract period, unless this Request for Proposal states otherwise. All prices quoted are to be in Canadian funds exclusive of any applicable taxes.
- 2.16** All amendments or further information will be published on the Village of Pemberton website at www.pemberton.ca. It is the responsibility of the Proponent to monitor this website to check for updates. Any dispute arising from this Request for Proposal, or subsequent agreement, will be resolved according to the laws of the Province of British Columbia.
- 2.17** After the date for submission of Proposals, a Proponent may make a change to the make-up of the Proponent's team membership only with express written approval of the Village. The Village may refuse to permit changes of members who in the judgment of the Village have qualifications that were unique and essential to the Proponent.

3. PROJECT DESCRIPTION

To supply the Village with computer hardware, network support and management, warranty and break fix service, as well as other potential value-added services that will drive efficiencies around technology procurement, acquisition, installation, use and maintenance.

Objectives

Current Environment

The Village operates across multiple offices/locations including the Village Office, Village Council Chambers, Fire Hall, Public Works Office and Satellite Public Works locations and stations.

The minimum technology requirements include:

- Strong knowledge base of computers and how they operate, which includes having a broad understanding of hardware and software, operating systems and basic computer programming.
- Experience supporting servers, desktops, networks and peripheral hardware.
- Experience supporting client applications such as Microsoft Office, Adobe Creative Suite, Vadim (Financial Information System), SCADA, ArcGIS – ArcMap, Auto Desk- Civil 3D, AutoCAD, and SOPHOS firewall.
- Considerable knowledge and working experience with the characteristics and capabilities of Microsoft Active Directory, Windows Server, Microsoft Exchange, Office 365, virtualization technologies (such as VMWare and Hyper-V) and experience with deployment and management of digital certificates.
- Technical and analytical work in supporting, troubleshooting, and maintaining the local area network.
- Maintain the network and communications hardware including routers, switches, firewalls, servers and VPN's.
- Responsible for the security of IT data and Information Systems, including developing security protocols.
- Backup and disaster recovery planning.
- Purchasing and maintaining consistent and stable hardware and software, including the assistance with tender documents (RFP's and RFQ's).
- Telecommunications support.
- Develop project plans, budgets, policies and controls for IT services.
- Respond to IT support requests from the Village Council and Staff.
- Complete the implementation of new equipment and systems.
- Prepare and maintain system documentation and technical training materials.
- Auditing and maintaining appropriate software licenses.
- Oversee IT projects undertaken by third-party consultants.
- Periodic and routine software installations and upgrades.
- Software implementations (including testing), and software training for Village Council and Staff.
- Warranty, break fixes and installation services for multiple locations, including emergency response to server issues.

Value Added Services include:

- Service Level Expectation – clear outline of services that can be provided and identify those that cannot be fulfilled, including planned upgrades outside of normal business hours.
- Asset management services related to information technology.

- Reporting and Communication – ensuring monthly reporting on all assets, current activities and issues and project status reports.
- Sound knowledge of the methods and principles used in training users in the use of hardware and software applications.
- Highly organized, effective attention to detail, high degree of accuracy and excellent follow-through.
- High level of integrity, confidentiality and accountability.
- Ability to respond appropriately in demanding situations with a calm and steady demeanor.
- Ability to assimilate ideas and work with diverse individuals with varying perspectives.
- Ability to develop and maintain effective relationships with the public, Staff and Elected Officials, as well as with other local governments, First Nations governments and organizations and outside agencies.
- Assist as directed in supporting the village's emergency response mandate.
- Conducting independent research and providing analysis and advice on IT issues.

Core Key Deliverables/Requirements

The Village has the following general requirements of a potential preferred vendor for their Information Technology systems:

- Network and Desktop Support and Maintenance (both on-site and/or off-site) for approximately 25 desktops/laptops, 2 Servers
- Proponent must be available to accommodate emergency on-site work within 4hrs.
- Procurement Process and Pricing of Equipment.
- Warranty and Break Fix Services.
- Familiarity of Software Services, Software Upgrades, Software Integration Management and Licensing Management.
- Value Added Services
- Security of IT data and Information Systems, including developing security protocols.
- Supplementary Information – provided by Proponent.

Optional/Additional Deliverables

The Proponent is encouraged to include additional solutions and recommendations not stated above that enhance the functionality, efficiency, security of the Information Technology system at the Village of Pemberton as an innovative, accessible and accountable municipal government. Pricing should be separate from Core Key Deliverables. Quotes will be assessed in accordance with Section 7.0 of this document.

4. VILLAGE SUBMISSION REQUIREMENTS

Proponent Qualifications

Proponent qualifications include:

- a) Personnel and resources capable of meeting proposal requirements;
- b) Insurances and Permits outlined in Appendix “B”; and,
- c) In good standing with WorkSafe BC, as required.
- d) Located within 8hr travel time of Pemberton, BC

Proponent Requirements

Proponent operations must be consistent with Provincial Laws and Regulations and Municipal Bylaws.

Availability

Ideally the proponent will be available to start immediately after the awarding of the contract.

Timeline

The Contract will be awarded for a three (3) year term and subject to renewal and renegotiation on the anniversary date.

5. RESPONSE CONTENT

All proponents must include the following information in their proposal to ensure it is considered:

- A covering letter advising that the Respondent has reviewed and understands the contents of the RFP package and can meet the requirements of the contract.
- A brief document that supports the submission addressing the above noted objectives, technology requirements and services of the RFP as well as key deliverables.
- Personnel qualifications: A profile or resume of all principal staff assigned to the project, their respective roles, qualifications and a brief description of the organization.
- All-inclusive contract price;
- Schedule of Activities; the Respondent will provide schedule of anticipated services that are required to meet the needs of the Village of Pemberton.
- A completed list of references, with other municipal sector clientele (preferred); and
- Proof of registration with WorkSafeBC, as required.

6. EVALUATION

The following criteria form the basis upon which evaluation of proposals will be made. The relative weighting for each criterion is also given.

Criteria	Weight
Value to the Village – including price	50
Quality of the Proposal including work plan and schedule	20
Innovative ideas and provisions of auxiliary services	20
References	10
Local contractor/supplier	10

Proposals will be reviewed and evaluated by a selection committee comprised of the Village of Pemberton CAO, Manager of Finance & Administration, Interim Senior Accountant and or alternate as required. During the evaluation process any or all of the proponents may be invited to give written or oral presentations and/or participate in interviews with the committee.

Notwithstanding any other provision in this Request for Proposal, any practice or custom in the industry, or any procedures or guidelines recommended for use on publicly funded projects, the Village, in its sole discretion, shall have the unfettered right to determine the Proposal which best meets the overall interests of the Village or provides the best overall value to the Village, regardless of whether that is the lowest price Proposal, and to:

- a) reject any Proposal;
- b) reject all Proposals;
- c) accept a Proposal which is not the lowest price Proposal;
- d) reject a Proposal even if it is the only Proposal received;
- e) accept all or any part of a Proposal; or
- f) award all or a portion of the work to any Proponent.

7. CONTRACT AWARD

After selection of a preferred proponent and the finalization of any required negotiations, signing of contract documents and the awarding of a contract will be made by the Village. If the preferred proponent and the Village cannot agree on contract language in the contract document, the process will be terminated, no purchase order shall be issued, and the Village will begin negotiations with the next preferred proponent.

APPENDIX A - Proponent Commitment

The Request for Proposals may be delivered by hand, courier, Canada Post or email to:

Village of Pemberton
Att: Lena Martin, Manager of Finance & Administration
PO Box 100, 7400 Prospect Street
Pemberton, BC V0N2L0
Email: lmartin@pemberton.ca

**“CONFIDENTIAL RFP-2018-01 (IT Support and Value-Added Services)” no later than
Thursday, January 25, 2018 @ 4:00 pm PST**

This section to be completed by Proponent: Provided that this Proposal is accepted within thirty (30) calendar days from the closing date, the undersigned agrees, on behalf of the company named below, to supply the goods and services listed at the prices quoted, under the Instructions, Terms and Conditions set forth in this Request for Proposal document, the Proponent’s Proposal, any and all addendum, which shall together form the Agreement. This Proposal is valid and enforceable for a period of not less than thirty (30) days following the closing date. In accordance with the Terms, Conditions, Instructions, and specifications the undersigned agrees to supply products and services at the prices quoted.

Company Name _____

Company Address _____

Postal Code _____ Phone Number _____

Email _____

Signature of Signing Officer/Date _____

Name/Title of Signing Officer _____

APPENDIX B - Special Conditions & Insurance Requirements

1.0 Permits:

The Contractor shall apply and pay for any necessary permits or licenses required for the execution of the work. The Contractor shall hold a valid Village of Pemberton Business Licence.

2.0 Contractor's Qualifications:

Proponent's qualifications include:

- a) In good standing with WorkSafeBC, as required;
- b) Insurances and Permits as outlined;
- c) Equipment capable of meeting contract requirements.

3.0 Insurance Requirements:

The Contractor shall provide, at the time of acceptance of their Proposal, Certificates of Insurance to cover public liability and property damage, as outlined below:

Forthwith after the execution of this Agreement the Contractor shall obtain and maintain in force during the currency of this Agreement with an insurance company a policy of insurance acceptable to and approved in writing by the Village the following insurance with limits on an occurrence basis not less than those shown in respective items following:

- Commercial General Liability Insurance and Property Damage Insurance providing coverage up to Five Million (\$5,000,000.00) Dollars inclusive against liability for bodily injury or death on an occurrence basis and/or damage to property on an accident basis.
- Automobile Insurance for public liability and property damage providing coverage up to Five Million (\$5,000,000.00) Dollars inclusive on owned, non-owned or hired vehicles.

4.0 Indemnification of Village:

The Contractor shall indemnify, protect and save harmless the Village, its officers, agents, servants and employees from and against all actions, causes of actions, claims and demands of every kind, description and nature whatsoever arising out of or in any way connected with fulfillment of this contract, and all such actions, causes of action, claims and demands recoverable from the Village or the property of the Village, shall be paid by the Contractor, and, if recovered from the Village, or the property of the Village, shall together with any costs and expenses incurred therewith be charged to the Contractor.