

Town of Pictou



Birthplace of New Scotland

REQUEST FOR PROPOSALS (RFP)

INFORMATION TECHNOLOGY (IT) SERVICES AND SERVER MAINTENANCE

The Town of Pictou is hereby inviting interested companies to submit proposals on the RFP for IT Services for the Town of Pictou.

Sealed proposals will be received by the undersigned until 2:00 pm local time on June 9, 2022 addressed to:

RFP-2022-1
IT Services
Town of Pictou
c/o D. Nicholson
PO Box 640
40 Water Street
Pictou NS, B0K 1H0

Facsimile or electronic submissions will not be considered.

The Town of Pictou reserves the right to reject any or all RFP or to accept the RFP which it deems to be in the best interests of the Town of Pictou or to accept a RFP which is non-compliant with the Form of Tender.

David Nicholson

Manager of Finance

1. SALUTATION:

.1 To: The Town of Pictou (Town)

c/o David Nicholson
PO Box 640, Pictou, NS B0K 1H0

.2 For: RFP for IT Services and Server Maintenance

.3 Proponent Name and Phone Number:

2. INSTRUCTIONS TO BIDDERS

.1 Proposal Call

Sealed proposals clearly marked with name and full address of bidder and name of project are invited from proponents (herein referred to as Proponents or Contractors) and is to be addressed as follows:

IT Services (RFP-2022-1)
c/o David Nicholson, Manager of Finance
Town Office, 40 Water Street
PO Box 640, Pictou NS
B0K 1H0

All tenders must be submitted no later than June 9, 2022 at 2:00 pm local time.

Please include three hard copies and one electronic copy of all submissions.

.2 Supply of References

The bidder is to supply a list of names and contact phone numbers of previous and similar work.

.3 Selection of a Proponent

The Town reserves the right to accept or reject any or all proposals, not necessarily accept the lowest proposal, or to accept any proposal which it may consider to be in the best interest of the Town. The Town also reserves the right to waive any formality, informality, or technicality in any proposal.

.4 On-Site Visit/Meeting

The Town suggests that all interested Proponents arrange a site visit with David

Nicholson to understand the service requirements of Town departments by phone (902-485-4372) or email (david.nicholson@townofpictou.ca).

3. ALL PROPONENTS SUBMITTING PROPOSALS MUST AGREE:

- .1 To provide server maintenance and updates.
- .2 To provide individual Town computer updates, maintenance, service and support. The Town has 10-20 staff that regularly use computers in their duties.
- .3 To provide printer/scanner/fax maintenance, support and upgrades.
- .4 Provide general software, hardware, network storage:
This is not limited to general Windows, Microsoft (365), antispyware, antivirus, firewall, modem/router, security.
- .5 To provide support to various locations owned by the Town:
Not limited to: Town office, Public Works, Pool, Wastewater Treatment Plant, Water Treatment Plant.
- .6 To provide the Town with up-to \$5,000 credit for purchasing made through the proponent's company.
- .7 That this proposal is valid for 30 days from the time of proposal closing.
- .8 To execute (sign) in duplicate a Form of Agreement (contract) with the Town. The successful Proponent is to include as part of the contract a signed "Undertaking of Insurance" on a standard policy form stating their intention to provide third party insurance to the Town.
- .9 That no payments for extra work shall be allowed to the Proponent for conditions which could have been determined by examination of the tender documents and the location sites.

4. SERVICE SAFETY MEASURES

.1 **Compliances**

If the Proponent does not have their own safety program, they must comply with the Town of Pictou's Safety Manual, the Nova Scotia Department of Labour Regulations, Nova Scotia Workers' Compensation Board and/or any Town Authority, provided that in any case of conflict or dispute that the more stringent requirements shall apply.

.2 **Workers' Compensation**

Include a clearance letter of good standing from the Workers' Compensation

Board.

5. SECURITY CLEARANCE

As a condition of the contract, the Proponent and his employees must obtain "Consent for Disclosure of Criminal Record" information pursuant to requirements issued by the Royal Canadian Mounted Police.

6. DESCRIPTION OF WORK

The Town anticipates the normal service requirements will be limited to half a day per week. During this half day, proponents will consult with designated employees of the Town to determine any outstanding issues. This will determine the additional requirements outside the normal upgrades, maintenance and general requirements of servers and computer and maintenance as outlined in Section 3.

Additional work and projects may be required from time-to-time. This additional work will be outside the scope of this contract; however, the Town still asks that submission include hourly rates for these type of projects.

7. DELIVERABLES

- Description of IT services provided
- Approach to meeting objectives
- Employee qualifications
- Similar Project References
- Financial Proposal (Per Section 8)
- Police Record Check (if successful)

8. FINANCIAL PROPOSAL

- Weekly cost for services (half day per week)
- Monthly cost for Microsoft 365 Licensing
- Hourly rate for additional projects

9. EVALUATION

Proposal will be evaluated based on the following criteria:

Understanding of Scope / Proposal Clarity	10%
Project Team Qualifications	20%
Reference Projects	20%
Proposal Cost*	50%

*Proposal Costs will be evaluated based on:
50% - For the lowest bidder and all bids within 5%
40% - For bids within 5-10% of lowest bid
30% - For bids within 10-15% of lowest bid
20% - For bids within 15-20% of lowest bid
10% - For bids within 20-25% of lowest bid
0% - For bids greater than 25% of lowest bid

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10. SIGNATURE*

DATED THIS DAY _____ OF _____ 20____.

(Seal)

Name of Firm Tendering

Signature of Signing Officer

Witness Signature

Name and Title (Printed)

Witness Name (Printed)

Signature of Signing Officer

Company Address

Name and Title (Printed)

Telephone No.

***NOTE: Tenders submitted by or on behalf of any Corporation must be signed in the name of such Corporation by a duly authorized officer or agent.**