



REQUEST FOR PROPOSAL (RFP)

INFORMATION TECHNOLOGY MANAGED SERVICES & SUPPORT

CURVE LAKE FIRST NATION
22 WINOOKEEDAA ROAD
CURVE LAKE, ONTARIO K0L 1R0

*Issued: August 29th, 2022
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1. SUMMARY AND BACKGROUND

Curve Lake First Nation is currently accepting proposals for the acquisition of Managed Service Provider (MSP) to support their Information Technology (IT) services.

The purpose of this Request for Proposal (RFP) is to solicit proposals from various Managed Service Providers; conduct a fair and extensive evaluation based on criteria listed herein; and select the MSP candidate who best represents the knowledge, capabilities and experience needed to complete the required scope of work.

Curve Lake First Nation is located on a peninsula situated between Buckhorn Lake, Harrington Narrows and Chemong Lake. It is affiliated with the Union of Ontario Indians and is one of seven Williams Treaty First Nations.

The total registered population of Curve Lake First Nation is 2260. There are 777 members who live on reserve while 1483 live off the reserve.

The Council is comprised of one (1) Chief and eight (8) Councilors.

First Nation operations are currently organized into five departments. These are Finance and Administration, Health and Family Services, Education, Economic Development and Public Works. Curve Lake First Nation employs approximately 80 full time employees and 25 short term contracts and sub-staff.

Several Council committees have been established to assist the operating departments. These include Finance, Health & Family Services, Education, Economic Development, Public Works, Housing, Lands and employee Health and Safety. Additional Council Committees include, Gaming Revenue Fund, Claims, Petroglyphs, Pow Wow, Recreation, Rights and Resources and Youth Council.

Curve Lake First Nation delivers a number of essential and non-essential programs and services to both member and non-member residents of the community.

2. PROPOSAL GUIDELINES

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until 12 pm (noon) on September 26, 2022. Any proposals received after this date and time will not be accepted.

If the individual or organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions may be subject to review by Curve Lake First Nation legal department and will include scope, budget, schedule, and other necessary items pertaining to the project.

Proposal Inquiries

All questions, requests for information, instructions, or clarifications regarding any part of this proposal document must be set out in writing and directed to:

Danielle Coppaway IT Support
22 Winookeedaa Street
Curve Lake First Nation, ON, K0L 1R0
705-657-8045 ext 218
daniellec@curvelake.ca

All questions related to this Request for Proposal (RFP) or any clarification with respect to this RFP must be made no later than 5 pm on September 12, 2022, in order that staff may have sufficient time to respond. Curve Lake reserves the right to extend the deadline for questions, if required, regarding this RFP.

Written answers or clarifications to issues of substance shall be shared with all Proponents and shall be issued as part of the RFP in the form of an Addendum. This proposal document and all addendum(s), if any, shall also be posted on the First Nation's website.

Proposal Submission

Only proposals that are received by mail or email will be accepted. If packages are mailed, please send 3 copies of the proposal. Packages should be clearly marked Proposal for IT Managed Service Provider.

Proposals should be submitted to the attention of:

Danielle Coppaway
Curve Lake First Nation
22 Winookeedaa Street
Curve Lake, ON K0L 1R0
705-657-8045 ext 218
daniellec@curvelake.ca

3. PROJECT PURPOSE AND DESCRIPTION

Purpose:

Curve Lake First Nation currently outsources the support of their IT infrastructure and applications to outside vendors and is seeking a qualified firm or group to assist Curve Lake IT staff with the provision of managed services and support our organization with the technical management of our LAN/WAN environment and third-party service requirements.

Project Description:

Curve Lake First Nation manages an IT infrastructure to support approximately 150 end user across a distributed campus of Government Buildings, including: Health Centre; School; Government Services; Public Works; Day Care; Employment Resource Centre; Cultural Centre; and a Seniors Building.

The following list provides a general overview of the technical environment at CLFN. More detailed information will be provided during discussions with vendors and it is recognized that an onsite or network review may be conducted prior to finalization of scope of work.

- Bell Fiber Internet
- 4 Cisco Firewall(s) - Cisco FirePOWER
- 6 Wireless VPN Routers
- 4 NAS (Synology & Lenovo)
- 15 Ubiquiti WAP
- 5 Physical Servers – Windows
- 5 Windows Servers (VMware)
- Windows Server 2016 – 2019 X 8
- Microsoft Exchange 2016
- Microsoft Office Suite
- Barracuda Email Security Gateway
- 90 HP ProBook Laptops
- 5 Lenovo/ Acer Veriton Desktops
- 63 Work Cell Phones –iPhone and Samsung Galaxy
- 75 iPads
- 4 iMacs
- 2 Macbook Pro
- 1 Macbook Air

4. PROJECT SCOPE

The scope of this proposal includes: Network; Internet; Data Centre or Cloud services; Email; Mobile; Application Management; Infrastructure Support; Network Security; Disaster Recovery; On Site and Remote Client Service; System Monitoring and Response; On Site Service as required.

The IT service shall include all duties as required and the successful company will be responsible for following requirements.

- 24 x 7 monitoring and management of all IT infrastructure, including firewalls, switches, physical and virtual servers, desktops, laptops, mobile devices, wireless controllers and access points.
- 24 x 7 monitoring and assistance with management of databases and application servers.
- 24 x 7 monitoring and assistance with management of email (migrating to cloud based).
- Security support, including intrusion prevention and detection.
- Backup and Disaster Recovery (BDR) management.
- Assistance with DR planning.
- Ability to offer, monitor and manage EDR and AV solutions.
- Patch management for systems and both primary and third party applications.
- Ability to augment on site staff with end user help desk support as required.
- Mobile device management.
- Monthly Reporting for Security, ITSM and Network Reports.
- Vulnerability Assessment and regular security vulnerability scans.
- Level 1 Incident Management
- Assistance with preparation of annual IT services budget and hardware and software lifecycle management.
- Software license management and planning.
- Support for IT related projects, such as migration to M365 and Network Segmentation.

5. REQUEST FOR PROPOSAL AND PROJECT TIMELINE

Request for Proposal Timeline:

The key dates of this RFP and service start-up times are provided below and are subject to change at the discretion of Curve Lake First Nation; changes to these dates will be issued by way of addendum to all Service Providers.

Activity	Due Date
RFP issued	August 29th, 2022
Last day for Service Providers to submit questions	September 12th, 2022 - 5pm
Last day for Addendum to be issued by CLFN (CLFN Response to Vendor Questions)	September 19th, 2022
RFP Bids submitted (Closing Date)	September 26th, 2022 - 12 pm Noon

Evaluation of proposals will be conducted from September 27, 2022, until October 11, 2022. If additional information or discussions are needed with any bidders during this window, the bidder(s) will be notified.

The selection decision for the winning bidder will be made no later than October 17, 2022. Contract negotiations are anticipated to be completed by November 30, 2022.

Notifications made to bidders who were not selected will be completed within two weeks of the final selection date.

Project Timeline:

Service initiation phase must be implemented by December 30, 2022.

Full Service engagement must be implemented by January 30, 2022.

6. BUDGET

All proposals must include proposed costs to complete the tasks described in the project scope. Costs should be stated as one-time or non-recurring costs (NRC) or monthly recurring costs (MRC).

NOTE: All costs and fees must be clearly described in each proposal.

7. BIDDER QUALIFICATIONS

Proponents shall demonstrate that they have the resources and capability to provide the materials and services as described herein.

Curve Lake First Nation will use multiple criteria to select the most appropriate partner. All proposal submissions will be evaluated based on the information provided by the vendor, respondents are therefore encouraged to be as complete as possible in their proposals.

The following table summarizes the major qualitative areas that will be evaluated.

- Industry expertise and experience;
- Demonstrated customer service quality and support;
- Demonstrated experience with similar First Nations or Municipal organizations
- Previous relevant experience in providing services to PIPEDA, MFIPPA, NIST, CIS and security compliance requirement environments;
- Ability to offer support for Data Centre and cloud services
- Ability to offer continuous service and security support (NOC preferred)
- Vendor strength and stability;
- Account management; and,
- Reporting capabilities.

8. PROPOSAL DETAILED SPECIFICATIONS

Curve Lake First Nation will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

1. Vendor Profile
2. Vendor introduction, including history and business performance.
3. Relevant examples of similar sized clients and/or categories of types of companies and services provided.
4. Relevant examples of service provided to similar First Nations and Municipal organizations, in particular describe familiarity with and direct application of providing secure technical services in a compliance environment such as: PII, PIPEDA, MFIPPA, NIST or CIS.
5. Three client references.
6. A sample agreement, including details on service levels.
7. A complete description of the vendors' services provided including, processes, service levels, and performance reporting. Clearly outline if any services will be outsourced.
8. Identification of the person(s) who will be directly involved in the project and the ongoing support for CLFN, including resumes as appendices, their proposed role on the project, and their relevant experience and qualifications. Please identify who will be the day-to-day contacts for account management and technical support, including tenure, experience, and service expertise.

9. Details on how responsibility would be assumed for management of CLFN's IT environment, e.g. Week 1, first 30 days; 60 days; 90 days etc.
10. Migration/Transition services and capability - provide information on how such services as outlined above in section 4 and 9 are provided. Vendor should include details of typical costs for one-time expenses in addition to on-going services.
11. Details of the problem tracking tool(s) (i.e. ticketing system), processes, and performance reporting. This should include a detailed overview of how the ticketing system works,
12. Provide a list of all company certifications (e.g. Microsoft, CISCO, ITIL, COBIT, etc.)
13. Performance levels and how they will be met including reporting method(s) and frequency including meeting contract objectives, capacity requirements, and server/network requirements, etc.
14. Vendors should also include statistical information on how quickly calls are answered and average issue resolution timeframe by severity level.
15. Details of escalation process in the event SLA performance levels are missed.
16. A service catalogue, if applicable, and details of any additional recommended services.
17. Pricing for the services listed.

9. SECURITY REQUIREMENTS

The Successful Proponent is required to execute a Non-Disclosure Agreement with Curve Lake First Nation as part of the Contract.

The Successful Proponent is required to maintain Errors and Omission Insurance and Cyber Insurance in amounts not less than \$2 Million Dollars and which extend protections to the work being conducted on Curve Lake First Nations technical environment and equipment.

10. KEY PERSONNEL

The Proponent shall commit key personnel to the Services to meet its obligation under this agreement. Specifically, the Account Manager assigned to the CLFN. The Proponent will not be able to replace any of the key personnel identified without the prior written approval of CLFN, which approval shall not be unreasonably withheld.

11. TRANSPORTATION

The Proponent shall be responsible for all transportation costs pertaining to the necessary personnel, equipment and supplies required to execute the Work specified.

12. PREPARATION OF SOLICITATION

If a proposing company, individual, or subcontractor was involved in the preparation of the RFP solicitation that proposal is disqualified.

13. PRIVILEGE CLAUSES

Curve Lake First Nation reserves its right:

1. Not to award the contract;
2. Not to award the contract necessarily to the lowest priced bidder, but rather to the best “value”;
3. To conduct negotiations with one or more bidders in the event the negotiations with the first bidder are unsuccessful;
4. To conduct a survey of potential bidders to obtain clarification of their proposals as part of the evaluation process;
5. To cancel and reissue the RFP; and
6. To extend any deadlines and amend the proposal process.

14. EXCLUSIONARY CLAUSES

The proposal writer shall be liable for all costs associated with preparation and submission of the proposal up to the final award of the contract.

Curve Lake First Nation shall not be liable for any costs, expenses, loss or damage incurred, sustained or suffered by any bidder prior, or subsequent to, or by reason of the acceptance or the non-acceptance by CLFN of any proposal, or by reason of any delay in acceptance of a proposal, except as provided in the tender documents.