

Project Name: Information Technology Managed Services & Support	Date RFP's Evaluated:
Proponents Name:	
	Proponent A
	Proponent B
	Proponent C
	Proponent D
	Proponent E
Department:	
Evaluation team name and signatures:	
<p><b>All members of the evaluation team are responsible for the integrity of the process, however it is the Chair's responsibility to ensure all processes are followed.</b></p> <p><b>Evaluation team</b></p> <p><b>Conflict of Interest</b>  All persons participating in the RFP evaluation process must ensure they are strictly compliant with the conflict of interest policy. All persons participating must sign the conflict of interest policy before participating.  All persons participating in the RFP evaluation process must disclose any interests they or immediate family members (parent, parent in-law, spouse, common law partner, sibling, sibling in law, child) have in any sole proprietorship, corporation, or partnership that has submitted a bid. That includes if any of the above persons are the lead, an employee, a subcontractor or any other pecuniary interest.  If there is a real, or perceived conflict of interest this will be disclosed to the relevant department manager in writing.</p> <p>All suppliers must disclose real or perceived conflicts of interest.  All suppliers must resolve any conflicts of interest at the direction of CLFN.</p> <p><b>Contractual Obligations</b>  The following requirements will be included in any contract between the successful proponent and CLFN:  Proof of WSIB  Proof of insurance</p>	

Work schedule  
 Work done in accordance with Ontario constructions standards  
 Warranty phase

**Mandatory Requirements** Yes  No

	Prop. A	Prop. B	Prop. C	Prop. D	Prop. E
	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
Proposal submitted by due date: DD/MM/YYYY					
Administrative requirements: <ul style="list-style-type: none"> <li>• Submitted substantially in form requested</li> <li>• All subcontractors identified</li> <li>• Detailed cost breakdown</li> <li>• Letter of introduction</li> <li>• Resume of proponents manager</li> <li>• 3 References from organizations of related size and requirements to CLFN</li> </ul>					
Demonstrated experience with similar First Nations or Municipal organizations and previous relevant experience in providing services to PIPEDA, MFIPPA, NIST, CIS and security compliance requirement environments					
Firm or personnel Microsoft Certified as Administrators or Partners and CISCO Certified technicians					

Firm or personnel Microsoft Certified to support Exchange Server or M365.					
Ability to offer 24x7 support service to Level 2.					
Ability to offer 24x7 monitoring service e.g. Network Operations Centre support					
<b>Yes to all mandatory criteria? If yes, proceed to disqualifying criteria. If no, the bid CANNOT be further evaluated.</b>					
<b>Disqualifying criteria</b>					
History of non-performing contracts within past five years from date of proposal submission deadline					
History of litigation within past five years from date of proposal submission deadline					
Pending litigation					
No to all disqualifying criteria? If no, proceed to weighted criteria.					

<b>Weighted Criteria</b>					
<p>Experience</p> <p>Similar and related experience of proponent. Proponents should have three (3) or more years' experience within the past seven (7) years as of the closing date of the RFP delivering services of a similar scope and complexity. Similar scope and complexity means: Demonstrated experience with similar First Nations or Municipal organizations.</p> <p>15 points for more than 7 clients of similar size and support requirements.  10 points for less than 7 but more than 3 clients of similar size and support requirements  5 points for less than 3 clients of similar size or support requirements  0 points for less than 3 clients of similar size without similar support requirements</p>	15 points				
	Prop. A	Prop. B	Prop. C	Prop. D	Prop. E.
<p>Experience</p> <p>Proponents should have three (3) or more years' experience within the past seven (7) years as of the closing date of the RFP delivering services consistent with recognized security best practices or compliance standards, this means: Relevant experience in providing services to PIPEDA, MFIPPA, NIST, CIS Controls and security compliance requirement environments.</p> <p>15 points for any of SOC, PCI, NIST  10 points for PIPEDA, MFIPPA, CIS Controls  5 points for Best Practice Guidelines</p>	15 points				
	Prop. A	Prop. B	Prop. C	Prop. D.	Prop. E

<p>Budget</p> <p>Lowest cost receives maximum points and all other bids are evaluated according to the formula below.  <math>\frac{\text{Lowest cost}}{\text{Cost being evaluated}} \times 30 \text{ points} = \text{awarded points}</math></p> <p>30 points awarded to lowest cost for mandatory services  20 points awarded to second lowest cost bid for mandatory services  10 points awarded to any bid with a cost within 15% of the cost of the lowest cost bid for mandatory services  0 points awarded for any bid falling outside the award method outlined in above</p>					30 points
	Prop. A	Prop. B	Prop. C	Prop. D	Prop. E.
<p>Services</p> <p>Proponent should provide a complete description of the vendor services being provided, including processes, service levels, and performance reporting. Clearly outlining if any services are outsourced and how that process is provided and managed. This would be provided in a fully listed service catalogue or detailed services listing.</p> <p>15 points for a full and expanded itemized service catalogue with service levels, performance management and ticket/reporting process.  10 points for a listing of services with service levels, performance management and ticket/reporting process.  5 points for a basic listing with limited or no details regarding performance management and ticket/reporting process.</p>					15 Points
	Prop. A	Prop. B	Prop. C	Prop. D	Prop. E

<p>Services</p> <p>Proponents are to provide information regarding the staff who will be directly involved in the provision of services and the levels of service staff capability, e.g. Senior Technician, Help Desk Level 1. This would be provided in describing the staff and response model used for service delivery and escalation of problems.</p> <p>15 points for an assigned Senior staff member to act as a client contact for service escalation with 24x7 Help Desk support and escalation to 24x7 Senior Technicians  10 points for 24x7 Help Desk support and escalation to on call Senior Technicians  5 points for 24x7 Help Desk support with no after-hours escalation</p>	15 points				
	Prop. A	Prop. B	Prop. C	Prop. D	Prop. E
<p>Services</p> <p>Proponents are required to provide a detailed outline of how management and initial onboarding or handover of IT services from current MSP to selected vendor will be conducted. This would be described in an onboarding or handover plan describing actions and milestones to be accomplished over a first quarter timeline, which may be expressed as Week 1, First 30 days, 60 days etc.</p> <p>15 points for a described onboarding process with actions and milestones to be accomplished to achieve full handover and operational stability by 60 days from initiation of handover.  5 points for a described onboarding process.</p>	15 points				
	Prop. A	Prop. B.	Prop C.	Prop. D	Prop. E

Services					15 points
<p>Proponents are required to have qualified staff to support Microsoft and CISCO software and equipment in use at CLFN. This would be established through the technical certifications of the firm and personnel supporting the services.</p> <p>13 points if the MSP or personnel are Microsoft Certified and the firm has CISCO Certified technicians available  7 points if the MSP or personnel are Microsoft Certified or CISCO Certified  2 additional points if the MSP has personnel who are Microsoft Certified to support Exchange Server or M365.</p>					
	Prop. A	Prop. B	Prop. C	Prop. D	Prop. E
Services					10 points
<p>Proponents are required to describe how the performance levels in the SLA will be met, including reporting, capacity requirements, network requirements etc. For Cloud this includes data use. This would be presented through a ticket system with service ticket reporting tracking.</p> <p>10 points for examples or ability to provide full reports with service delivery metrics through a client accessed ticket system and reporting dashboard  5 points for ability to provide monthly summary reports  0 points if not provided</p>					
	Prop. A	Prop. B	Prop. C	Prop. D	Prop. E
Points Total out of total 130. Highest points total is the successful proposal.					
	130	130	130	130	130