



REQUEST FOR
PROPOSAL
for an
INFORMATION TECHNOLOGY
SERVICE REVIEW

TOWN OF ESPANOLA

100 Tudhope Street, Suite 2 Espanola, ON P5E 1S6

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ISSUE DATE: November 8, 2021

RESPONSE DEADLINE: November 30, 2021, 4:00 PM
EST

BACKGROUND

The Town of Espanola is located in Northern Ontario, in the Sudbury District. It is situated on the Spanish River, approximately 70 kilometres west of Sudbury, and just south of the junction of Highway 6 and Highway 17. The TOE is a community of approximately 5,000 residents, known as a service hub to surrounding communities. We are well known for its mix of leisure and recreational opportunities set against a bounty of lakes, rivers, forests and the picturesque Lacloche Foothills covering over 80 square kilometers.

COVID 19 STATEMENT

The Town of Espanola (TOE) recognizes the unprecedented situation that the world is currently dealing with today. Given this situation, the Township commits to ensuring that every single proponent and their staff feel safe and comfortable in undertaking work for the municipality. The Township will consider all scenarios and work towards finding creative solutions to see this project through. The consultant can rely on TOE to be considerate of the ever-changing situation, considerate of our consultant's staff, families and coworkers. At no time does the Township expect more from a consultant than it does for its own employees.

For this particular project, there is an expectation that the consultant will have to attend the various sites identified. All appropriate protections, hand sanitation, distancing requirements and any other remedies that the consultant and the municipality feel are necessary to put in place will be provided.

1. Scope of Work

1.1. Requirement

The Town is seeking proposals from a third party service provider, herein referred to as the Proponent, to provide professional consulting services as described in this document. A prime consultant must be clearly identified in the proposal for purposes of contracting with the town to meet the TOE's needs. The TOE seeks a contract to provide a review of our current I.T. service level related to equipment/hardware, software and day to day support including all aspects of day to today I.T. operations, with the goal determining current hardware, software and service levels so find added value and increase efficiency.

This project must be completed by February 18, 2022.

1.2. Project Objective

The Proponent will be responsible for the documentation of current hardware, software and support level defining the status of each, identifying potential improvements, analyze and reviewing the existing model so they can make improvement recommendations.

A brief description of each process is as follows:

Hardware – this is to include a review and inventory of all municipal I.T. equipment at the Provincial Offences Office, the Building Department, Administration, Public Works, Fire and Recreation and a recommendation of future requirements.

Software– this is to include a review and inventory of all municipal I.T. software at the Provincial Offences Office, the Building Department, Administration, Public Works, Fire and Recreation and a recommendation of future requirements.

Service Support levels – this is to include a review of all municipal I.T. service levels at the Provincial Offences Office, the Building Department, Administration, Public Works, Fire and Recreation and a recommendation of future requirements.

Additionally, the Proponent shall accomplish the following objectives during the course of providing its services:

- A. Recommendations for improvement of I.T. service delivery;
- B. Optimize current I.T. processes;
- C. Increase productivity of I.T. process;
- D. Deliver results that are visible, measurable and impactful with appropriate metrics that inform enterprise level key performance indicators;

2. RFP Timeline

November 8, 2021 RFP released

November 30, 2021 RFP submission deadline

December 14, 2021 Selected Respondent will be taken to Council for approval

January 3, 2022 Project Kick Off

February 8, 2022 Summary Presentation to Council

February 28, 2022 Final Documentation Received

3. Proposal Requirements

3.1) Inquiries

All queries regarding this proposal must be addressed and send via email to Allan

Hewitt, CAO/Treasurer (AHewitt@espanola.ca) and received no later than the date identified in Section 2.0, RFP Timeline. During the proposal process Proponents shall have no communication with the Town of Espanola Council or personnel. Inquiries directed to other parties may cause the Proponent to be disqualified from submitting proposals at the discretion of the Town. All questions must be submitted via email.

3.2) Submission requirements

3.2.1 Method of Submission: Hard copy or Electronic (PDF) submissions titled “Information Technology Service Review” submitted on November 30 before 4:00pm EST.

3.3) Service Proposal Requirement

3.3.1 Your proposal should include a demonstrable understanding of the scope and of the assignment. It is recommended that your submission not exceed twenty (20) single sided, letter size pages, minimum 11-point font, including spreadsheets, Gantt charts, tables, etc. which can be submitted in 11”x17” format, each counting for one (1) page. Pages over the twenty (20) page limit will not be considered.

3.3.2 Preparation: All expenses incurred in the preparation and submission of the RFP are entirely the responsibility of the Proponent.

3.3.3 Completeness: It is the Proponent’s responsibility to ensure that their submission is complete and is delivered to the Municipality by the date and time indicated. Proposals submitted after the above noted time will not be considered.

4. Evaluation Criteria

4.1. Understanding of Major Issues and Objectives (25 points)

Describe your understanding of the assignment, including overall scope and objectives, noting any specific issues that may require extraordinary attention. NOTE: Responses that incorporate large blocks of text that have been copied directly from the RFP, or its supporting documents, will not be regarded as demonstrating an understanding of the requirements.

4.2. Experience, Qualifications and Availability of Team Members (25 points)

Provide a brief corporate profile. Identify the Project Principal, Project Manager and key team members of the project team to be employed. Indicate the years of experience and working location in Ontario of the Proponent’s Project Manager and key personnel. The role(s) of each team member should be clearly stated, along with their individual capabilities, qualifications, and experience, as these qualities relate to the stated role.

4.3. Approach and Methodology (25 points)

Describe a clear work plan and schedule, using a Gantt chart and associated effort table, including a breakdown of the major tasks, dependencies, and the level of effort (in hours) of the individual team members, in sufficient detail to allow a complete understanding as to how and by whom the work is to be carried out.

4.4. Financial Proposal (25 points)

The proponent(s) with the lowest total fixed price (excluding HST) will receive 25 points. Other proponents will receive pro-rated points according to the following formula:

Proponent Grade = [Lowest Total Fixed Price/Proponents Total Fixed Price] x 25 points

5. General Terms and Conditions

The following are the general terms and conditions for the Request for Proposals (RFP) except as modified by addenda issued by the Town of Espanola prior to RFP closing date.

5.1. Notices

5.1.1. All questions concerning this Request for Proposals shall be directed to Allan Hewitt, CAO/Treasurer at AHewitt@espanola.ca or 705-869-1540 x2102.

5.1.2. Any attempt by the Proponent or any of its employees, agents, contractor, or representatives to contact members of Municipal Council or Municipal staff not identified in Section 3.1 of this RFP may lead to disqualification.

5.1.3. Any changes to this RFP shall be stated in writing by Addenda and posted to the Town's Website. Verbal Statements made by Municipal staff or their representatives shall not be binding.

5.2. Privilege

The Town of Espanola reserves the right to reject any and all proposals, not necessarily accept the lowest proposal, or to accept any proposal which it may consider to be in its best interest. The Municipality also reserves the right to waive formality, informality or technicality in any proposal. The Municipality reserves the right to suspend or cancel any RFP at anytime for any reason without penalty.

5.3. Confidentiality

RFP documents (including all attachments and appendices) may not be used for any purpose other than the submission of a proposal. By submitting a proposal, the Proponent agrees to public disclosure of its contents subject to the provisions in relation to the Municipal Freedom of Information and Protection of Privacy Act. Anything in the submission that the Proponent considers to be "personal information" or "confidential information" of a proprietary nature should be marked confidential and will be subject to appropriate

consideration of the Municipal Freedom of Information and Protection of Privacy Act as noted above.

5.4. Law

5.4.1. The law applicable to the RFP and any subsequent agreements shall be the law in force in the Province of Ontario.

5.4.2. The successful Proponent shall indemnify the Municipality, its officers and employees against any damage caused to the Municipality as a result of any negligence or unlawful acts of the successful Proponent, its employees or agents. Similarly, the successful Proponent shall agree to indemnify the Municipality, its officers and employees against any claims or costs initiated by third parties as a result of any negligence or wrongful acts of the successful Proponent, its employees or agents.