



Request for Proposal: IT Services

Deadline: 9:00am (AST)
March 24th, 2017

(1) Request for Proposal (RFP)

The Innu Round Table Secretariat (IRT Sec.) invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide IT managed services to IRT Sec, beginning on April 1, 2017 and ending no later than March 31, 2018. Following the initial term, there is a possibility to renew this contract for a mutually agreed upon term.

(2) Introduction

The Innu Round Table Secretariat (IRT Sec.) is the implementation arm of the Round Table. It is the collective organization of the Mushuau Innu First Nation (MIFN), the Sheshatshiu Innu First Nation (SIFN), and the Innu Nation. It was created for coordinated administration of common priorities including capacity development, devolution of programs, and managing the tripartite process with Canada and the province of Newfoundland & Labrador (NL).

The central functions of IRT Sec. is to:

- Provide the support and management services for the IRT Sec Board;
- Coordinate and oversee the social program devolution planning and implementation (Income Support and Child Youth & Family Services);
- Coordinate and oversee the sub-committee work of the Innu Round Table; and
- Act as a coordinating body for capacity development initiatives.

The IRT Sec was incorporated in January 2014 and operations are expected to expand as it begins to deliver additional services and programs.

(3) Overview

IRT Sec's primary office is located in the Sheshatshiu First Nation Finance Office Building¹ in Sheshatshiu, Labrador. The organization has 19 active personnel, up to 6 frequently work remotely including at the satellite office² and the organization may grow in the next 5 years. IT maintenance services are currently provided through a sister organization's IT staff.

Some of the workstations are networked for Internet access only and some are networked to store documents and access a specialty program (Income Support Program database). Individual computers are primarily Windows-based systems, which include a variety of models and brands.

There is currently a Windows 2012 server used for the speciality program and database service. The specialty program that is stored on the server is and will continue to be maintained by an outside company. This company is responsible for the program's security, off-site backup and troubleshooting and maintenance. This service provider will provide a full briefing on the program and how it operates.

¹ Sheshatshiu is approximately 43km from Happy Valley-Goosebay, Newfoundland.

² The satellite office will be established at the Mushuau Innu First Nation Band Office in Natuashish, Labrador.

Email and website services are provided through third-parties who provide helpdesk and troubleshooting services.

Approximately half the users have desktops and the other half laptops. Most users are equipped with individual colour multi-function printer/scanners of the same make (OKI). In addition to the number of laptops, desktops and printers, each staff person also has a cell phone that is configured for corporate e-mail access in the office and while travelling.

Assume proposals will be for services and advice only. The acquisition of software and hardware will follow existing purchasing practices; however, the new service provider will be expected to provide advice and recommendations on hardware and software purchases. The new service provider will also be asked to draft an IT/security policy covering the nature and scope of these operations.

(4) Selection Criteria

The IRT Sec. will use multiple criteria to select the most appropriate partner. Respondents are encouraged to present professional and creative proposals that demonstrate the type or partners and services required for IRT Sec. to be successful.

The following list summarizes the major qualitative areas that will be evaluated:

- Industry expertise and experience
- Previous relevant experience
- Demonstrated customer service and quality support
- Ability to provide some support services on-site
- Financial considerations
- Client priority commitments
- Scope of services provided
- Commitment to IRT Sec mission critical issues
- Demonstrated 3rd party collaboration
- Commitment to security protocols
- Any additional benefits
- Clarity and quality of the proposal
- Respondents cultural awareness

(5) Response Content and Format

Respondents' proposal will be submitted through email to the address outlined in the following section and have the subject line "**IT Services RFP Response**".

Proposals should:

- Be a single PDF document with a total no more than 6 pages including all reference material;

- Contain only relevant information and clear plain language;
- Contain enough information to properly evaluate the qualitative areas noted above; and
- Clearly define what services will be provided and at what cost.

(6) Communications and Response

The IRT Sec. Executive Director will be the designated representative for this RFP process. All requests and questions relative to this RFP must be directed to her.

Natasha Hurley, Executive Director
Innu Round Table Secretariat
Email: nhurley@irtsec.ca
Phone: (709) 497-3855 Cellular: (709) 899-2410

(7) Proposal Considerations

The following are a list of broad topics and questions proposals should consider addressing.

Corporate Information

- Overview of the organization including age of business
- Names of employees and subcontractors that may be involved
- Outline of any potential conflicts of interest
- Examples of relevant or previous work including current client types
- Office location(s) and contact information
- List of references

Proposed Approach

- Timeline that includes key milestones, decision points, major activities and deliverables
- Overview of the proposed work-plan for a migration to your organization
- Overview of the proposed activities and deliverables for the first 12 months
- Information and resources required by the IT Service provider to commence
- How existing clients are prioritized, disaster response commitments and what services will be provided on-site and off-site
- Outline options and approach for security and protection of network server and workstations.

Support & Maintenance Services

- Outline server and PC support and maintenance
- Describe options for user-support including request process
- Describe options for peripheral support and maintenance

- Additional deliverables (ie: staff training, additional on-site services, IT inventory, and IT policy development).

Financials

- Outline the pricing models for standard services
- Outline any additional (i.e. service-for-a-fee) that may be required
- Clearly outline projected total costs for proper budgeting

(8) Response Deadline

Only responses submitted as outlined in Section (5) and (6) prior to the deadline indicated below will be considered.

Deadline: Friday March 24th, 2017 by 9:00am (AST)

Responses will receive a receipt confirmation email no more than one business day after the submission is received.

(9) No Obligation

The submission of a proposal shall not in any manner oblige the Innu Round Table Secretariat to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.

The Innu Round Table Secretariat reserves the right to accept or reject any and all responses; and/or further negotiate with respondents.