LOWER TRENT
C O N S E R V A T I O N

Request for Quote

Information Technology Managed Services Provider Infrastructure and Support

RFQ #2024-CS-02

RFP Released: June 6, 2024
Deadline for Questions: 4:00 pm: June 21, 2024
Deadline for Proposal Submissions: 4:00 pm: July 5, 2024

Lower Trent Conservation
714 Murray Street
Trenton, ON   K8V 0N1

www.ltc.on.ca

Introduction

Background

Lower Trent Conservation (LTC) was formed in 1968 under the Conservation Authorities Act to protect, restore and manage water and other natural resources within the Lower Trent Conservation watershed region and is one of 36 Conservation Authorities in Ontario.

LTC is a community-based, non-profit environmental protection organization with jurisdiction across 2,070 square kilometres including the Trent River and eight main tributaries, as well as areas that flow directly into Lake Ontario and the Bay of Quinte between Grafton and Quinte West. LTC's major areas of activities include providing services to seven (7) local municipalities and the general public to:

- protect life and property from natural hazards such as flooding and erosion;
- regulate and administer development activities,
- collect, monitor, analyze and report on water quality data;
- protect sources of drinking water supplied;
- manage 17 conservation lands properties and maintains trails within 10 of the properties;
- create stewardship opportunities for healthy ecosystems.

In addition, LTC leads the administration for the regional Drinking Water Source Protection program and the Bay of Quinte Remedial Action Plan program(s) funded by other government sources.

LTC's Corporate Services division is responsible for the information management and technology infrastructure including hardware and software installation and maintenance; internet connectivity; security; set-up; configuration; operation; voice and data networks; and supports development for work flow automated processes. IT support is provided across the organization and its programs for twenty (20) full-time regular staff plus approximately five (5) plus contract / seasonal staff positions. There are two (2) main sites, administrative office and workshop as primary work locations.

Project Summary

Lower Trent Conservation conducted an IT and Operations Review in 2023 and recommendations from that review are being implemented. To ensure that all information technology systems are capable of supporting current and future information system needs, LTC requires a Third Party Managed Service Provider to manage and support core IT infrastructure. Our needs include both Project Level works and a Service Level agreement. This RFQ will indicate the identified projects and outline the ongoing maintenance and support requirements.

Lower Trent Conservation anticipates that the relationship with the MSP will grow with information technology advances and will work together to identify opportunities to advance LTC's technological capacity.

Key Information

Context

a. This Request for Quote (RFQ) is an open invitation to submit a quote to provide IT Managed Service Provider Infrastructure and Support.

Intent to Bid and Questions

a. Questions must be submitted by 4:00 pm on **June 21, 2024**

b. Consultants intending on submitting a proposal are asked to send an e-mail with "**RFQ #2024-CS-02 – Intent to Bid**" in the subject line to **information@ltc.on.ca**. This will ensure you are on the list in the event of an Addendum being released.

c. LTC will provide answers to all interested firms in a consistent manner and response to Questions will be issued by 4:00 pm on **June 27, 2024** to all interested parties.

d. All questions must be submitted via email

Email address: **information@ltc.on.ca**

Subject Line: **RFQ #2024-CS-02**

Submitting your Quote

a. Due by 4:00 pm (local time) on **July 5, 2024**

b. Deliver by electronic mail to: **information@ltc.on.ca**

c. Subject line clearly identified: **RFQ #2024-CS-02**

d. Must be submitted as a one (1) digital PDF document

e. Late quotes received will not be accepted under any circumstances

Selection Criteria

Lowest proposed costs will not be necessarily be accepted. Lower Trent Conservation reserves the right not to accept a quote it deems incomplete or deficient.

1. Evaluations of quotes [**July 8-12, 2024**]
2. Interviews, if required [**July 16, 2024**]
3. Approval by CAO / Board of Directors [**July 18-19, 2024**] (if required)
4. Anticipated Contract Execution [**July 24, 2024**]

Note – The successful contractor shall carry and maintain insurance written by an insurance company licensed to do business in Ontario for the term of the contract and must provide for the following:

a. Workplace Safety and Insurance Board (WSIB) clearance certificate

b. General Liability Insurance – minimum $2 million coverage

Current and Future States

Current State

Lower Trent Conservation has approximately 25 users spread across 2 locations (Main office north of Trenton near Wooler; and Workshop in the town of Trenton).

Core infrastructure and user support is currently provided by the IT/GIS Specialist on staff.

Table 1.0 –User Count/Bandwidth per Location

Office	Location:	Total Bandwidth:	Users:
MAIN OFFICE	714 Murray St. Trenton	Starlink Internet 150 Mbps down / 15 Mbps upload	20-25
WORKSHOP	39 Wall St. Trenton	Cogeco Internet 50 Mbps down / 5 Mbps upload	2-4

A percentage of staff have agreements to work from home several days per week. User counts reflect fluctuations with summer students/seasonal contracts.

Specific Requirements

Current State	Future State
Informal Helpdesk arrangement where users contact IT/GIS Specialist directly; 2 or 3 inquiries per day for general IT assistance; support requests are not tracked.	*Migrate LTC to providers' service desk system for Microsoft / Corporate IT asset related inquiries and provide daily support*
In-house maintenance, upgrades and trouble-shooting	*Service provider to coordinate maintenance, upgrades, and troubleshooting of Core IT infrastructure*
No formal training system for IT related programs – Microsoft products and job specific software	*Service provider to facilitate end-user training for existing and new corporate-wide resources*
Little to no offsite access to server migrated email to M365 / Exchange online/ some users connecting via outlook online and others via outlook desktop. Most users are operating on the Office 365 E1 Plan	*Migration away from a local File Share to Microsoft 365 or another cloud solution would be a preferred option for document access (as opposed to remote login connections to on-site systems)*

	Service provider will be expected to guide strategic leveraging of resources within the M365 system of products for centralized collaboration from anywhere *Provide guidance on appropriate licensing levels within the M365 suite.*
4TB existing on-site Server Host is near capacity - Dedicate machine as Domain controller / Active Directory / File Share - Dedicated VEEAM Backup server machine - Dedicated SharePoint 2013 single server install machine - Dedicated machine for misc. custom applications / scripts + WSUS - Hardware with EXSI Hosting 4 VMWare virtual servers (all Windows 2012)	*The service provider will be expected to develop a migration plan for windows user and device management through M365 (or equivalent) with vision eventually to move away from a local active directory and windows server update service.* *Monitor / maintain / troubleshoot local and cloud-based IT infrastructure.* *Assist with migrating existing SharePoint 2013 custom lists/applications to M365.* *Vision for eventual migration away from a local VM Host altogether*
Backup/recovery is managed with a local VEEAM backup and replication server. - Daily backup is to local dedicated NAS storage array - NAS storage array is copied to external HD daily and physically taken offsite	*Provide solution for a robust cloud backup solution of core IT assets* *Monitor backup and create/implement disaster recovery plan for digital assets*
Cybersecurity is always top of mind and LTC implements a variety of solutions including ESET Endpoint protection cloud and Microsoft Defender for M365, in addition to hardware controls and informal user training	*Service Provider is expected to implement class-appropriate cybersecurity hardening standards* *- Intrusion prevention / monitoring / incident response* *- Device security and core IT infrastructure defences*

	- User training on trends, threats, and best practices
The GIS (Geographical Information System) is centrally managed with databases stored on the local File Share	LTC plans to implement a range of cloud solutions based on the ESRI Suite of products. The vision is for a dedicated GIS database server with a flexible storage solution to accommodate large data volumes. *Service provider to offer guidance on flexible hosting solution for the rapidly expanding data-intensive GIS databases and web-services* Local IT/GIS Specialist to provide GIS technical guidance and end user support
LTC has a robust Information Management Policy / Retention Schedule / Security Group Access for documents, but it is difficult to implement using a File Share	*Partner to provide guidance on a formal Enterprise Document / Records Management / User Group Access / Disposition Workflow System to assist in implementing the policy.* *- Service provider will be expected to implement the solution and migrate records.* *- Ideally, the system should have seamless integration with other core IT infrastructure and user controls*

Evaluation Criteria

Criteria	Weighting
Company Information and Profile	15%
Experience	30%
Costing / Pricing	30%
Examples of Past Work and References	25%
TOTAL	**100%**

Submission Guidelines

Consultants intending on submitting a proposal are asked to send an e-mail with "**RFQ #2024-CS-02 – Intent to Bid**" in the subject line to information@ltc.on.ca. This will ensure you are on the list in the event of an Addendum being released.

Submissions should be emailed to information@ltc.on.ca, attention: Rhonda Bateman. The following elements should be included in your submission:

1) Company Information and Profile

    a. Full legal name

    b. Length of time in business

    c. Core competencies: Describe company's organizational capacity to complete the requested services

2) The successful bidder shall carry and maintain insurance written by an insurance company licensed to do business in Ontario for the term of the contract and must provide for the following:

    a. Workplace Safety & Insurance Board (WSIB) clearance certificate

    b. General Liability Insurance – minimum $2 million coverage with Lower Trent Conservation as an additional insured

    c. Professional Liability – minimum $2 million coverage

All policies and certificates shall provide for 30 days notification to Lower Trent Conservation in the event of cancellation, reduction in limits or changes in coverage.

3) Experience

    a. Experience with non-profit, charity organizations, and the environmental field are considered an asset

    b. Please describe any comparative relevant work with other organizations

    c. Examples of previous works are required

    d. References or contact information from previous clients

4) Costing

    a. Provide separate pricing for the Project Level projects and the Service Level Agreement items in the Cost Breakdown Table below.

b. In preparing proposed pricing, respondents are to consider all risks, contingencies and other circumstances relating to the delivery of the requirements and include adequate provision in the pricing information to manage such risks and contingencies

5) Signature by an authorized representative of the Proponent

Cost Breakdown Table

The requirements as outlined below encompass scope of future requirements expected to be costed. These requirements are both project and service delivery oriented and should be estimated separately.

Project Level	Cost
Migration away from a local File Share to Microsoft 365 or another cloud solution would be a preferred option for document access (as opposed to remote login connections to on-site systems)	
Guide strategic leveraging of resources within the M365 system of products for centralized collaboration from anywhere	
Develop a migration plan for windows user and device management through M365 (or equivalent) with vision eventually to move away from a local active directory and windows server update service	
Assist with migrating existing SharePoint 2013 custom lists/applications to M365	
Monitor backup and create/implement disaster recovery plan for digital assets	
Offer guidance on flexible hosting solution for the rapidly expanding data-intensive GIS databases and web-services	
Provide guidance on a formal Enterprise Document / Records Management / User Group Access / Disposition Workflow System to assist in implementing the policy. *- Implement the solution and migrate records.*	

Service Level	Monthly/Annual Cost
Migrate LTC to providers' service desk system for Microsoft / Corporate IT asset related inquiries and provide daily support	
Coordinate maintenance, upgrades, and troubleshooting of Core IT infrastructure	
Facilitate end-user training for existing and new corporate-wide resources	
Provide guidance on appropriate licensing levels within the M365 suite.	
Monitor / maintain / troubleshoot local and cloud-based IT infrastructure.	
Provide solution for a robust cloud backup solution of core IT assets	
Implement class-appropriate cybersecurity hardening standards *- Intrusion prevention / monitoring / incident response* *- Device security and core IT infrastructure defences* *- User training on trends, threats, and best practices*	