

**THE CORPORATION OF THE TOWNSHIP OF
BLACK RIVER-MATHESON**



**REQUEST FOR PROPOSALS
RFP NUMBER ADM2025-004**

Information Technology Services

Sealed Proposals, clearly marked:
“Sealed Proposal – IT Services – Do Not Open”

Starting Date:	May 5th, 2025
Closing Date:	2:00PM on May 30th 2025
Proposal Opening:	2:15PM on May 30th 2025

Lowest or any Proposal not necessarily accepted.

The Corporation of the Township of Black River-Matheson
P.O. Box 601, 367 Fourth Ave.
Matheson, ON P0K 1N0
Email: hlei@twpbrm.ca
Phone: 705-273-2313

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1. Introduction

1.1 Purpose

The Township of Black River-Matheson (the “Township”) is seeking proposals from qualified Managed Information Technology Service Providers (“Proponents”) to deliver comprehensive IT support services. This includes remote system monitoring and maintenance, proactive network management, cybersecurity planning and protection, as well as help desk operations with escalation and backup support.

This Request for Proposal (RFP) outlines the Township’s requirements for services, expectations for compliance and performance, and the conditions under which a contract may be awarded. Submission of a proposal signifies acceptance of all terms, conditions, and instructions contained in this document and any issued addenda.

1.2 Background

Formally amalgamated in 1971, the Township of Black River-Matheson comprises five communities: Shillington, Matheson, Ramore, Holtyre, and Val Gagné. Matheson, the largest and administrative center, is situated at the junction of Highways 11 and 101 and serves as the primary hub for municipal operations and IT infrastructure. Municipal facilities — including the Township Office, Public Works Office, and Community Centre — are connected through a centralized point of presence distributed via a wide-area network (WAN) and supporting towers. This infrastructure is critical to service delivery and inter-departmental communications.

1.3 Security of Data

The Township is governed by the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and is committed to protecting personal and confidential information. Proponents must ensure compliance with all federal and provincial privacy laws. Unauthorized collection, use, access, or disclosure of any personal or municipal data is strictly prohibited.

1.4 Cybersecurity

The Township places strong emphasis on cybersecurity, recognizing that municipalities are increasingly vulnerable to data breaches and ransomware. Proponents must implement robust, proactive cyber protections, including but not limited to:

- Network and endpoint security
- Patch management and firmware updates
- Threat detection and incident response
- Data backup and disaster recovery

The Township expects service providers to be equipped to support cybersecurity audits, respond to breaches, and advise on risk mitigation strategies. Due to limited

internal capacity, the Proponent must assume a leadership role in defending Township systems against evolving cyber threats.

1.5 Terms and Conditions

Submission of a proposal in response to this RFP constitutes agreement to all terms and conditions contained herein or in any addenda issued. The Township reserves the right to amend or cancel the RFP, reject any or all proposals, or accept the proposal that best serves the Township's interests, whether or not it is the lowest priced.

1.6 Evaluation Criteria

Proposals will be evaluated based on the following weighted criteria:

- Qualifications and Experience
- Methodology and Service Approach
- Pricing Structure
- References and Service History
- Demonstrated Understanding of Township Needs

The Township is under no obligation to explain why a proposal was accepted or rejected.

1.7 Alternative Proposals

Alternative solutions may be submitted, provided they are clearly marked as such and include sufficient detail for evaluation. Each alternative must be presented in a format consistent with the base proposal.

1.8 Proposal Amendments and Withdrawals

Proposals may be amended or withdrawn prior to the submission deadline by written request. After the closing date, proposals are irrevocable unless withdrawn by mutual written agreement with the Township.

1.9 Proponents' Expenses

All costs incurred in the preparation, submission, or presentation of a proposal, including any travel or negotiation activities, are the sole responsibility of the Proponent.

1.10 Currency and Taxes

All pricing must be quoted in Canadian dollars, excluding HST. Taxes must be shown separately on the pricing form.

1.11 Subcontracting

Subcontracting is not permitted unless explicitly approved by the Township. All subcontractors must be clearly identified and are subject to the same requirements as the primary contractor.

1.12 Conflict of Interest

Proponents must declare any actual or potential conflicts of interest. Individuals or organizations involved in preparing this RFP are not eligible to respond. The Township reserves the right to reject any proposal where a conflict is identified.

1.13 Proposal Acceptance and Contract Award

Acceptance of a proposal does not create a binding agreement. A legally binding contract shall only be formed upon execution of a formal agreement, subject to all necessary approvals, including Council authorization and funding availability.

The Township reserves the right to:

- Reject any or all proposals
- Accept a portion of any proposal
- Negotiate with one or more proponents
- Cancel the RFP at any time

1.14 Execution of Contract

The selected Proponent will be required to execute a formal agreement within ten (10) business days of receiving a Notice to Proceed. No work may commence until the agreement is fully executed and all necessary documentation is received, including proof of insurance and WSIB clearance.

1.15 Failure to Perform

If, in the Township's opinion, the Proponent fails to commence work, deliver services as required, or meet professional standards, the Township may terminate the contract upon written notice. Continued delays or deficiencies may result in contract cancellation without penalty to the Township.

1.16 Labour, Materials, and Equipment

The Proponent shall provide all materials, equipment, and labour necessary to perform the services described in this RFP. Adequate staffing and supervision must be maintained at all times.

1.17 Personnel Requirements

All personnel must comply with applicable laws regarding employment, health and safety, minimum wage, and accessibility. Staff assigned to Township facilities must have appropriate training, be bonded if required, and be subject to criminal background checks.

1.18 Attendance at Council Meetings

The successful Proponent may be required to attend Council meetings to present findings, updates, or recommendations, either in-person or remotely. Presenters must be prepared to answer questions and provide supporting materials as needed.

1.19 Fraud, Bribery, or Misconduct

Any attempt to offer bribes, gifts, or inducements to Township officials or staff, or to engage in fraudulent practices, will result in disqualification. If awarded, such conduct will be grounds for immediate termination of the contract and potential legal action.

1.20 Compliance with Laws

The Proponent must comply with all federal, provincial, and local laws, including but not limited to:

- MFIPPA
- AODA
- Occupational Health and Safety Act
- Workplace Safety and Insurance Act
- Procurement policies of the Township

Documentation may be requested at any time to demonstrate compliance.

1.21 Accessibility

The Proponent must comply with the Accessibility for Ontarians with Disabilities Act (AODA). Upon request, documentation describing training policies, procedures, and participant records must be provided. Non-compliance may result in termination or disqualification.

1.22 Indemnification and Insurance

The successful Proponent must provide:

- \$2,000,000 Commercial General Liability (including products, operations, cross liability, non-owned auto)
- \$2,000,000 Professional Liability (E&O)
- \$2,000,000 Automobile Liability
- WSIB Clearance Certificate
- Township named as additional insured

Proof of coverage must be submitted before contract execution and maintained throughout the duration of the engagement.

1.23 Confidentiality and Use of Information

All information acquired by the Proponent during the RFP process and performance of services must be treated as confidential and may not be disclosed without written authorization. This RFP, and all associated documents, may not be used for any purpose other than submitting a proposal to the Township.

1.24 Addenda and Modifications

The Township may issue written addenda to clarify or modify this RFP. It is the responsibility of each Proponent to ensure they have received and acknowledged all addenda. Verbal communications are not binding unless confirmed in writing.

1.25 Freedom of Information

All proposals are subject to the provisions of MFIPPA. Proponents should clearly mark any confidential or proprietary information. While the Township will take reasonable steps to protect such information, confidentiality cannot be guaranteed if access is requested.

1.26 Disclaimer

While every effort has been made to ensure accuracy, the Township makes no representation or warranty, expressed or implied, as to the accuracy or completeness of the information in this RFP. Proponents are solely responsible for conducting their own investigations and due diligence.

2. Nature of Services Requested

2.1 Proposal Specifications

Proponents are expected to structure their proposals in accordance with the requirements of this RFP and must provide all necessary documentation and information to allow for a complete and fair evaluation. Given the Township's northern geography and dispersed municipal facilities, proposals must account for operational and logistical challenges, including remote service delivery and varied connectivity levels.

2.2 Company Overview

Proposals must include a concise overview of the Proponent's organization, including its structure, staffing, capabilities, and relevant experience. This section should demonstrate the Proponent's capacity to fulfill the required services. A minimum of three references for projects of similar scope—preferably municipal—must be included, along with contact information for each reference.

2.3 Project Team and Experience

The Proponent shall clearly identify the personnel who will be assigned to perform the work. The proposal must outline the organizational structure and detail each team member's qualifications, certifications, and responsibilities. Proponents must explain how 24/7 coverage will be maintained, including contingencies for vacation, illness, and turnover to ensure uninterrupted service.

2.4 Proposal Content and Innovation

While all mandatory requirements must be addressed, Proponents are also encouraged to propose value-added services or innovative approaches that may enhance service delivery, reduce costs, improve cybersecurity, or promote environmental sustainability. Creativity and demonstrated adaptability will be considered in evaluation.

2.5 General Scope of Work

The Township requires IT services to be organized into two primary categories:

- Preventive Maintenance – proactive oversight of systems to reduce outages and downtime
- As-Needed Maintenance – responsive service to address user issues and emerging risks

Proposals must detail how each category will be delivered, including hourly or fixed-cost breakdowns, and how tasks will be prioritized and escalated.

2.6 Detailed Services Required

Initial Assessment:

- Inventory review
- Updated network diagram
- Evaluation of system architecture, equipment lifespan, capacity, and efficiency
- Recommendations to streamline support and reduce emergency calls
- A formal assessment report is required with the proposal and annually by August 1st for budget planning
- Network Services:
- Asset inventory and lifecycle management
- Software management, licensing (e.g., Office 365), and firmware updates
- Antivirus, malware, and patch management
- LAN/WAN maintenance including Wi-Fi and point-to-point wireless
- 24/7 real-time network monitoring
- Onsite and offsite backup (data to be stored in Canada)
- Equipment changes and configuration (Installs, Moves, Adds, Changes – IMAC)

Other IT Services:

- Setup and configuration of equipment, servers, software, and accessories
- Support for internet services (via Vianet), with Proponent acting on behalf of the Township
- Maintenance of video security systems, digital signage, and door entry systems
- Technical help desk support for all Township users
- Assistance in developing and maintaining internal IT policies and asset licensing records

IT Management and Planning:

- Ongoing strategic planning for system upgrades, policy development, and risk mitigation
- Guidance on future infrastructure needs and procurement strategies

Response Expectations:

- Non-emergency support must be available during regular business hours (Monday–Friday, 7:30 AM to 4:30 PM) with an average response time of 4 hours and a maximum of 24 hours
- Emergency support (e.g., for critical systems or security breaches) must be available after hours with an average 4-hour response time

2.7 Desktop Application Support

Support must include installation, troubleshooting, and maintenance for desktop/laptop hardware, mobile devices, peripherals, and all standard office applications. The Proponent must maintain up-to-date hardware/software inventories and follow Township-approved help desk policies and procedures.

2.8 Server and Workstation Administration

Required services include:

- Ongoing server and workstation monitoring and maintenance
- Scheduled preventive maintenance tasks
- Ticket tracking and support logs for all service types
- Backup testing and verification
- Configuration and user account management
- Timely repair and upgrade response times

2.9 Network Administration

The Proponent must manage:

- Firewalls, routers, switches, and other network security appliances
- Installation of networked devices including printers and scanners
- Configuration and upgrades of network systems
- Minor cabling if required
- Alert notification systems and proactive performance monitoring
- Network documentation (daily, weekly, monthly)

2.10 Email, Security, and Backup Systems

Support includes:

- Maintenance of Township email accounts and user access
- Antivirus software deployment and routine scans
- Periodic security audits and breach reporting
- Secure remote access setup and administration
- Daily, weekly, and monthly backup procedures for all critical systems and data
- Complete recovery plan and ability to restore systems in the event of outage or failure

2.11 Technology Planning and Consulting

The Proponent must assist with:

- Major system enhancements and infrastructure upgrades
- Annual and long-term IT planning
- Advising on software, hardware, and licensing procurement
- Onboarding new systems and ensuring smooth data migration

2.12 Service Delivery Expectations

Services must be available on a 24/7 basis. Emergency remediation outside business hours must be guaranteed. Regular updates must be scheduled outside peak user hours to minimize workplace disruption.

2.13 Response Time Commitments

All proposals must clearly outline:

- Response time during normal operating hours
- Emergency and after-hours response times
- Maximum allowable time before on-site service is provided (if required)

2.14 Methodology

Proponents must submit a detailed work plan outlining the proposed approach to meeting all requirements. The plan should include a task schedule, service levels, escalation pathways, and any risk mitigation strategies. Identify any special methods, automation tools, or efficiencies that differentiate your approach.

2.15 Qualifications of Personnel

Provide résumés or profiles for all key personnel, including certifications (e.g., Microsoft, Cisco, cybersecurity, ITIL) and experience with municipalities or similar government clients. Only qualified and vetted personnel may be assigned to work on Township systems.

2.16 Reporting Requirements

Quarterly service and performance reports are required. Reports must include summaries of:

- Help desk statistics
- Security incidents and remediation
- System performance metrics
- Recommendations for improvement

Proponents must be available for periodic meetings with Township staff to review performance and address ongoing issues.

2.17 Exclusions

The successful Proponent will not be obligated to supply or sell hardware, licenses, or equipment to the Township under this contract. The Township may independently procure hardware and software but may request vendor quotes or support for onboarding and setup.

3. Evaluation/Selection Process

3.1 Minimum Qualifications

To be eligible to respond to this Request for Proposal (RFP), Proponents must demonstrate sufficient capacity, resources, and experience to deliver the full scope of services requested. At a minimum, the Proponent must provide:

- Three references from clients to whom similar services have been provided

within the last three years. Preference will be given to municipal or Ontario-based references.

- A lead staff member with a minimum of five years of relevant experience and appropriate industry certifications.
- A team structure that includes qualified personnel with demonstrated technical expertise in managed IT services, cybersecurity, and network administration.
- A list of up to five similar engagements completed in the past five years, ranked by total staff hours, with a description of the work, project dates, client names, contact details, and total hours committed.

If any portion of the work will be subcontracted, the Proponent must identify the subcontractor(s), describe the selection process, and explain the roles and responsibilities of both the Proponent and subcontractor(s).

Proponents should also provide pricing for any optional or additional services beyond the base scope of work outlined in this RFP.

3.2 Evaluation Process

Township management staff will conduct a preliminary review of all submitted proposals to ensure compliance with the RFP requirements. Proposals that are incomplete or non-compliant may be disqualified from further consideration.

All compliant proposals will be evaluated by a staff review committee based on the criteria outlined below. The committee will assess each proposal for technical merit, service quality, and overall value to the Township.

The Township reserves the right to eliminate proposals submitted by firms or individuals currently engaged in litigation with the Township, where such litigation may interfere with the ability to establish or maintain an effective working relationship.

3.3 Evaluation Criteria

Proposals will be scored using a weighted evaluation system. Each proposal will be assessed and assigned a score out of 100 based on the following categories:

- Qualifications and Experience – 30 points
- Methodology and Approach (Work Plan) – 20 points
- Price Proposal – 35 points
- References – 15 points

Total possible score: 100 points.

CRITERIA	MAXIMUM POINTS
Qualifications and Experience	30
Methodology & Approach (Work Management Plan)	20
Price Proposal	35
References	15
Total Evaluation Score:	100

The highest-ranking Proponent will be determined by the combined scores. Selection will not be based solely on the lowest cost but rather on best overall value and fit for the Township's needs.

The final decision and contract award will be authorized by Township Council in accordance with the Township's Procurement Policy.

3.4 Oral Presentations

Selected Proponents may be invited to provide an oral presentation to Township Council. Presentations are intended to clarify key points of the proposal and ensure mutual understanding of expectations.

Invitations to present will be issued with reasonable advance notice. However, Proponents should be prepared to present on short notice if necessary. Presentations are not an indication of final selection and are used strictly for evaluation purposes. Verbal exchanges during the presentation may be used to clarify written submissions but will not replace the content of the original proposal.

3.5 Negotiations

The Township may choose to award a contract based on initial proposals without entering into further negotiations. Therefore, Proponents are encouraged to submit their best terms, both technical and financial, in their initial submission. If negotiations are required and an agreement cannot be reached with the preferred Proponent, the Township reserves the right to terminate discussions and initiate negotiations with the next highest-ranked Proponent. This process may continue until an agreement is reached or all proposals are rejected.

Proponents shall have no claim against the Township arising from the negotiation process or from the Township's decision to terminate negotiations at any stage.

Any Proponent selected for negotiation may be required to provide the following additional information:

- A list and description of any past or current litigation, investigations, or regulatory issues involving any government agency or any matter that could affect service delivery, within the last three years.

3.6 Acceptance of Terms

By submitting a proposal in response to this RFP, the Proponent acknowledges and agrees to all terms and conditions contained within this document. The proposal shall be considered a binding offer, valid for the duration specified in the RFP.

The Proponent further certifies, by signing the cover letter, that they accept all terms and conditions in full, without reservations, assumptions, restrictions, or qualifications, except for those expressly stated and justified in the submitted

proposal.

Any addenda issued during the RFP process must be acknowledged in writing and submitted with the final proposal package.

4. Proposal Format

4.1 Overview

To ensure a fair and efficient evaluation process, all Proponents are required to follow the instructions and structure outlined in this section. While the Township discourages overly lengthy or elaborate proposals, submissions must provide enough detail to demonstrate a comprehensive understanding of the Township's needs and to allow a full assessment of qualifications, experience, and approach.

The Township is seeking proposals that are organized, solution-focused, and tailored to the goals of delivering a secure, efficient, and well-managed information technology system.

4.2 Basic Submission Requirements

Proposals must include the following elements:

- Contact information including business name, mailing address, phone number, email, and designated contact person
- A brief company profile outlining history, clientele, service offerings, and staff capacity
- A detailed Work Plan addressing all requested services
- Description of experience with similar projects
- References as outlined in Section 5
- Any additional supporting documentation or information
- The location of the office that will serve the Township

Submissions must be clear and complete. Incomplete responses or missing sections may result in disqualification. Respondents are encouraged to address each item point-by-point and use a tabbed format to facilitate review.

4.3 Required Copies

One (1) original copy of the proposal, clearly marked "Original," must be submitted along with two (2) complete duplicates. Additionally, an electronic PDF copy may be submitted by email if requested by the Township during evaluation.

4.4 Submission Instructions

Proposals must be submitted in a sealed envelope clearly marked with the Respondent's name, address, and the label:

"IT SERVICES RFP – SEALED PROPOSAL – DO NOT OPEN"

Submissions must be received no later than the date and time specified on the cover page of this RFP. Late submissions will not be considered and will be returned unopened.

4.5 Proposal Organization and Content

Each submission must follow the structure below, with each section labeled and tabbed for ease of reference:

1. Cover Page Form

Include the company name, name and title of the authorized signatory, address, phone number, email, and designated contact person. This page must be signed and dated.

2. References

List a minimum of three references from the last five years, preferably from government or municipal clients. Include a contact name, title, phone number, email, scope of work, contract value, and term.

3. Licensing and Certifications

Attach copies of all licenses, certifications, and accreditations relevant to the proposed services. Include cybersecurity credentials, Microsoft/Cisco certifications, or other designations as appropriate.

4. Qualifications and Experience

Provide a narrative describing the firm's relevant qualifications and performance history. Include:

- Why your firm is best qualified for this engagement
- A description of how your firm meets or exceeds each requirement
- A schedule of proposed services and timelines
- An organizational chart of the project team
- Résumés for all key staff and subcontractors
- Detailed descriptions of each person's qualifications and their role in this contract

4.6 Methodology and Approach

Outline the proposed approach to delivering the requested services, including:

- Suitability of methods and tools
- Task sequencing and execution plan
- Staffing and resource allocation
- Service delivery timelines
- Anticipated interactions with Township staff
- Contingency plans and escalation protocols

4.7 Rights Reserved by the Township

- a. The Township of Black River-Matheson reserves the right to:
- b. Publicly disclose the names of all Respondents
- c. Request clarification or supplementary information from any Respondent
- d. Verify references beyond those provided
- e. Disqualify any Respondent who provides misleading or inaccurate information
- f. Disqualify any Respondent engaged in prohibited conduct or under disqualifying conditions

- Select a Proponent offering best value rather than lowest cost
- g. Cancel the RFP at any stage
 - h. Waive minor irregularities that do not compromise fairness or the intent of the RFP
 - i. Accept or reject any proposal, in whole or in part
 - j. Reject a sole proposal and negotiate directly or cancel the RFP
 - k. Reject proposals that:
 - Are incomplete or fail to meet material requirements
 - Present actual or perceived conflicts of interest
 - Include qualifications or conditional responses
 - Are negatively influenced by reference checks or other information

4.8 Closing Date, Time, and Delivery Instructions

All proposals must be received by the Township no later than:

Date: 2:00 PM on May 30, 2025

To: Township of Black River-Matheson
367 Fourth Ave, PO Box 601
Matheson, ON P0K 1N0
Attention: Hongji Lei - Clerk
Email: hlei@twpbrm.ca

Late proposals will not be considered. The timestamp on incoming emails or physical delivery receipts will be deemed the official time of submission.

4.9 Inquiries

All inquiries regarding this RFP must be submitted in writing by email to:

Hongji Lei, Clerk
Phone: 705-273-2313 ext. 311
Email: hlei@twpbrm.ca

Please include “RFP-2025-004” in the subject line of your email. Inquiries made through other channels will not be considered official.

5. References

5.1 Purpose of References

To assist in the evaluation of proposals, all Proponents are required to provide a minimum of three client references that demonstrate successful delivery of comparable IT services. These references will be reviewed as part of the Township’s due diligence process to verify performance history, technical capability, and client satisfaction.

5.2 Reference Requirements

References should reflect work similar in nature and scale to the services outlined

in this RFP. Preferred references will be from public sector or municipal clients, particularly within the Province of Ontario, and should relate to projects completed within the past three years.

Each reference must include the following information:

- Client Name and Contact Information
- Scope of Work Performed
- Contract Value
- Term and Duration of Engagement

Proponents must ensure that all contact information is accurate and up to date.

The Township reserves the right to contact any reference listed and may request clarification or additional contacts if deemed necessary.

5.3 Evaluation Use

Reference checks will be used to validate a Proponent's experience, service quality, and ability to meet deadlines and performance expectations. Poor or incomplete references, or failure to provide references, may negatively affect the proposal's evaluation score. Proponents acknowledge that submission of this information grants the Township permission to contact the named references. The Township may also consider other known engagements with the Proponent not listed herein.



TOWNSHIP OF BLACK RIVER-MATHESON
REQUEST FOR PROPOSAL (RFP) – IT SERVICES
RFP ADM2025-004

SUBMISSION FORM

Contractor/Firm: _____

Address: _____

Telephone: _____ Email: _____

Contact Person: _____ Position: _____

Description of Work:

Provide managed information technology services, including network administration, cybersecurity, help desk support, system maintenance, and long-term IT planning. The successful Proponent will be responsible for ensuring the Township's IT infrastructure is secure, stable, and responsive to operational needs, with a focus on proactive service delivery, emergency response capability, and collaborative planning for future technology requirements.

Please attach a detailed price breakdown including applicable rate structures, service tiers (if any), and itemized deliverables.

An Itemized Quotation Must Be Attached or Included in the Proposal Package

The Contractor is required to provide the Township with proof of insurance in the amount of \$2,000,000, and is responsible for all issues relating to WSIB, insurance, etc. for their employees with relation to this contract.

By signing below, I acknowledge that I have read and understand this Request for Proposal ADM2025-004 and I agree to abide by the terms and conditions contained herein.

Authorized Signature: _____
(I have authority to bind the corporation)

Name: _____ (Please Print or Type)

Date: _____

Witness: _____

Date: _____