

**Request for Proposals  
for Information Technology Services  
Town of Annapolis Royal**

June 2024



The Town of Annapolis Royal is now accepting submissions for monitoring and support of our information technology infrastructure and IT leadership for the organization.

The Town of Annapolis Royal employs approximately 10 full-time permanent employees, 4 part-time employees and has 5 members of Council. Staff operate out of three main facilities (Town Hall/Police Department, Public Works building, and the Annapolis Hub).

The information technology system currently supports:

- Approximately 22 system users
- 19 laptop/desktop computers
- 8 cell phones
- 9 VOI Phones
- 6 iPads, and
- 1 networked printer.

#### **Software Infrastructure**

- Office 365
- Adobe Reader
- Townsutes Software
- EasyPay

## **1.0 Scope of Work**

### **1.0 Deliverables**

The primary deliverable for the RFP is a three-year renewable contract that will provide support and leadership in the following areas:

- a) Monitoring and reporting on the availability, security, performance and general health of the hardware and software components of our computer network, ensuring that alerts are promptly received and acted upon before they cause network downtime.
- b) Identification and tracking of best practices and trends/advances in the information technology field for possible adoption/application by the Town.
- c) Forecasting of internal and external customer needs and requirements for information technology applications, hardware, networks and supporting technology including user training.
- d) Collaboration with the Director of Finance on the development and maintenance of a long-term Information Technology Plan for the Town.
- e) Provision of technical problem-solving assistance to Town departments re: communications, information technology and telecommunications applications, hardware, networks, supporting technology and workflow design.
- f) Server and workstations security including:
  - i) firewall monitoring & maintenance to ensure stable and secure network,
  - ii) security best practices advice relating to virtual private network (VPN) access, wireless network, passwords, file restrictions, mobile device and data protection, web server configuration and protection,
  - iii) antivirus system monitoring, and
  - iv) security certificate management.
- g) VMWare system management and monitoring.
- h) Storage array system management and monitoring.

- i) Server monitoring and maintenance.
- j) Data backup solution management and monitoring and backup data recovery if required.
- k) Windows Operating System patch level monitoring and scheduled application of patches and software updates for servers and workstations.

### 1.2 Service Level Requirements

The Town requires at least 15 hours a month, including 1 day scheduled on-site. Term is for two years, which an option to extend for an additional year with both parties in agreement.

### 1.3 Delivery of Service

The above service must be provided by one of more of the following methods depending on the best method to quickly and efficiently resolve any issues:

- Telephone,
- E-mail communication
- Remote support via internet connection or
- On-site visit

### 1.4 Response Time

Proponent's proposal documents must clearly state proposed service levels including:

- Peak support hours response times
- Off hours response time
- On-site emergency response time when necessary

### 1.5 Fees for Service

The fee for this service should be an hourly rate for on-site and remote services with a minimum fee based on 15 minutes. A rate for after hours (anytime weekdays outside of 8:00am to 5:00 pm), weekend and holiday service calls is required to support the Police Department.

## 2.0 Proposal Submission

### 2.1 Proposals should include the following:

- Corporate Information
- Number of years engaged in providing these type of services
- Qualifications including 3 current relevant clients with contact information
- The proposed team and include any sub-contractors if applicable
- Particular qualifications and experience in carrying out this type of work
- Details for the deliverables
- Costs and payment details
- Implementation process
- Terms and conditions

### 2.2 Site Visit

An optional, but encouraged site visit is scheduled for Monday July 8, 2024, from 12 pm-3 pm

### 2.2 Date and Time for Proposals

The Town of Annapolis Royal will review and consider proposals in relation to each other and reserves the right to negotiate specific terms and conditions of an agreement based on the submissions. The final decision will be made based on what Council deems is in the best interests of the Town.

The Town reserves the right, at its sole discretion, to extend the date for this RFP; to request clarification or further information from any party who submits an RFP and to negotiate with any party with whom the Town believes it can finalize an agreement. Late submissions will not be accepted.

The Town may reject any or all submissions with or without discussion, may terminate and resume negotiations with any party, may collapse this selection process entirely or undertake an entirely different selection process.

This RFP does not constitute or imply a contractual or other legal obligation between the Town and any party who may submit to or otherwise respond to this RFP.

All documents submitted to the Town in connection with this selection process become the property of the Town and will not be returned. If any person regards all or any portion of an RFP or other submission as confidential, this should be clearly specified.

Expected start date September 3, 2024.

The Proponent can submit their proposals by email:

Sandi Millett-Campbell, Chief Administrative Officer

Email: [cao@annapolisroyal.com](mailto:cao@annapolisroyal.com)

Phone: 902-532-2043 x 104

**Response deadline: Friday, July 19<sup>th</sup> at 1pm**