



Request for Proposal

RFP: MCSC National IT Support	Proposals Due By: July 29, 2022 In Anticipation of Need	Mission Community Skills Center Society
Project Overview: <i>Subject to funding we will be looking for National IT Support including the following locations: Abbotsford, BC. Victoria, BC, Lac La Biche, Alta, Lloydminster, Sask, and Sault St. Marie, Ont.</i>		
Project Goals: Goal 1 - <i>To ensure that Mission Community Skills Centre Society's national internal processes run smoothly.</i> Goal 2 - <i>An IT help desk strategy to offer a centralized resource to address service disruptions and provide end-user service support.</i> Goal 3 - <i>Goal of achieving a 95% satisfaction rate.</i>		
Scope of Work: A. IT Leadership Services <ul style="list-style-type: none">• Web-based Management Portal• Planning• Solution Architect• Audits & Compliance• Account Management• Procurement• Documentation• Projects• Cyber Security and Risk Mitigation (free agent install required)<ul style="list-style-type: none">o External Vulnerability (by IP Address)o Internal Vulnerability Scans		



B. Cloud & Infrastructure Management

- Support for Most Common Operating System
- Support for Most Cloud Environments (IaaS)
- Service Request
- Major Incidents
- Incidents
- Alerts
- Routine Maintenance
- Schedule Maintenance
- Patch Management Intervention
- Automated patch Management
- Proactive
- Vendor Management
- Project management
- Cyber Security

C. User Support Services

- Web-based Support Portal
- Support for Most Common Operating System
- Help Desk
 - Reactive Support
- Projects
- Cyber Security

D. Public Use Devices Support

- Support for Most Common Devices/Operating System
- Support (email and web portal)
- Reactive Support
- Projects
- Cyber Security

E. Proactive Onsite Visit

- Technical professional pre-scheduled to perform a minimum of 2 hours recurring Proactive Virtual and Onsite Visits.



Evaluation Metrics and Criteria

- **Criteria #1** - Previous experience/past performance history.
- **Criteria #2** - Samples and/or case studies from previous projects.
- **Criteria #3** - Projected costs.
- **Criteria #4** - Experience and technical expertise.

Submission Requirements

Bidders must adhere to the following guidelines to be considered:

- **Requirement #1** - Only bidders who meet all 4 metrics in the evaluation section should submit a proposal.
- **Requirement #2** - Proposals must be sent in by July 29th, 2022. Bidders who are interested in submitting a proposal should inform Stephen Evens by email no later than July 29th, 2022.
- **Requirement #3** - Include samples and 3 references with your proposal.

Contact Information:

For questions or concerns connected to this RFP, we can be reached at:

Stephen Evens – 604-309-1932 – sevans@missioncsc.org

Diana Dufour-Zand – 604-427-1991 – ddufour-zand@missioncsc.org

Project Due By: **Aug 29, 2022**

Posted: **June 15, 2022**

Contact:
Stephen Evens

Email:
sevans@missioncsc.org

Phone #:
604-309-1932



mission
communityskillscentre

Your Future Starts Here

**Request For Proposal
Mission Community Skills Centre Society National IT
Support Request**

**MCSC National IT Support
Mission Community Skills Centre Society
PROPOSALS DUE BY: July 29, 2022**



REQUEST FOR PROPOSALS

2022-RFP-01

MCSC National IT Support

Posted Date: June 15, 2022

RFP Submission Details:

Two (2) complete printed copies and one (1) electronic complete copy in PDF format saved on a memory stick of the Proposal Submission may be hand delivered, couriered, or mailed and must be received prior to the Closing Date and Time. The envelope must be plainly marked "2022-RFP-01 MCSC National IT Support". Faxed or e-mailed copies will not be accepted.

RFP Closing Time: 3:00 pm local time

RFP Closing Date: Friday, July 29, 2022

Deliver to: Mission Community Skills Centre Society
209 – 33123 1st Avenue
Mission, BC V2V 1G5

Attention: Stephen Evans, Executive Director

Proposals will not be opened in public.

It is the sole responsibility of the Proponent to check the Mission Community Skills Centre Society's Website at www.missioncsc.org for any updated information and addendum issued before the closing date. The Mission Community Skills Centre Society's Website at www.missioncsc.org is the only authorized website to obtain competitive bid documents for the Mission Community Skills Centre Society opportunities. The Mission Community Skills Centre Society shall not be held responsible for our competitive bid documents that are located on any other website.



1.0 Project Overview

Mission Community Skills Centre Society is seeking a qualified proponent or firm to provide full IT services to all our locations nationally including installation, set up and after support to potentially 24 users/ staff. IT Support will monitor and maintain the company computer systems, installs, and configure hardware and software, and solves technical issues as they arise so that end users can maintain a high level of productivity.

2.0 Definitions

“Best Value” means the highest total ranked score of evaluation criteria and closest alignment with project goals as determined by MCSCS.

“Closing Date and Time” means Friday, July 29, 2022, at 3:00 p.m. (PT).

“Statement of Fees” means an outline of payments proposed directly linked to a schedule of proposed benchmarks

“Contract” means a written agreement between the Mission Community Skills Centre Society and the Successful Proponent resulting from this RFP.

“Contractor” means the Successful Proponent who is a party to the Contract.

“MCSCS” means the Mission Community Skills Centre Society.

“must”, “mandatory”, or “required” means a requirement that must be met in order for a Proposal to receive consideration.

“Project” means the North Fraser Food Hub and Agri-foods Innovation Centre Concept

“Project Office” means the MCSCS Office# 209 – 33123 1st Avenue Mission, B.C., V2V 1G5
“Proponent” means a party submitting a Proposal to this RFP.

“Proposal” shall mean the Proponent’s submission to the RFP.

“Proposal Review Committee” means the team reviewing Proposals.

“RFP” means this Request for Proposal.



mission
communityskillscentre

Your Future Starts Here

“Request for Proposal” includes the documents listed in the index of the Request for Proposal and any modifications thereof or additions thereto incorporated by addenda before the close of the RFP.

“should” or “desirable” means a requirement having a significant degree of importance to the objectives of the Request for Proposals.

“Successful Proponent” means the Proponent submitting the most advantageous RFP as determined by the Mission Community Skills Centre Society.

“Work” or “Services” means the task and deliverables the Successful Proponent agrees to provide in the Contract.



3.0 Content of Proposal

Two (2) complete original printed copies and one **(1) complete electronic copy** in PDF format must be submitted. The following documents must be included in the submission:

a. Proposal Submission Form (signed by the Proponent and date stamped)

b. Proponent Profile

Proposals should include a description of the firm's capabilities and background that makes it well suited to this project; methodology for design of the survey and methodology for execution of the Assessment. The profile will also include:

- the manager who the Proponent has appointed to lead the Proponent's project team and who will be the sole source of contact for MCSCS;
- the professional designation, responsibilities, qualifications, and relevant experience of each of the Proponent's project team members;

c. Approach and Methodology

Proposals should include a detailed work plan outlining all relevant tasks and the personnel, estimated hours, hourly rates, and total estimated costs for each task as well as:

- Fee Structure - a list of all relevant tasks, meetings, milestones, and deliverables required to complete this assignment and associated timeframe and rate calculation per activity.

It is the expectation of MCSCS that proposals will include detailed "Approach and Methodology" which clearly outlines the approach that the Successful Proponent will plan to take to develop the IT Plan.



d. Fees and Costs

Proposals must include a statement of fees (as identified in section “c” above) and a schedule of payment recommended with the implementation of the Proponent’s proposal if approved/contracted that are not required defined within the Scope of Services;

- GST shall not be included in the Contract Fee. GST will be added to the Contract Fee at the time of the payment by MCSCS. All other applicable taxes are to be included in the Contract Fee.

e. References

Proposals must include three (3) references who the proponent has done similar work for.

f. **Value Add:** Proposals may include ideas beyond the scope of the proposal that further assist in achieving the goal of developing a strong IT plan. Additional ideas should result in more comprehensive findings, leading to more actionable and effective recommendations. Rates for any value-add content which may fall out of proposal scope work should be included. The Proposal must be submitted within three months of signing of Contract. Failure to submit The Proposal in keeping with all conditions of the Contract, including the final date of submission, shall mean no additional dollars will be disbursed to the Proponent and all outstanding invoices will not be paid.



INSTRUCTIONS TO PROPONENTS

4.1. APPLICABLE LAWS

The law applicable to this RFP shall be the law in effect in the Province of British Columbia. Except for an appeal from a British Columbia Court to the Supreme Court of Canada, no action in respect to this RFP shall be brought or maintained in any court other than in a court of the appropriate jurisdiction of the Province of BC.

In carrying out its obligations hereunder, the Proponent shall familiarize itself and comply with all applicable laws, bylaws, regulations, ordinances, codes, specifications, and requirements of all regulatory authorities, and shall obtain all necessary licenses, permits and registrations as may be required by law. Where there are two or more laws, ordinances, rules, regulations, or codes applicable to the Works, the more restrictive shall apply. All references in the RFP to statutes and regulations thereto and District bylaws shall be deemed to be the most recent amendments thereto or replacements thereof.

4.2. COPYRIGHT

All designs, drawings, concept drawings, specifications, digital, hard copies, web pages, internet pages, maps and plans commissioned by the Mission Community Skills Centre Society, shall remain the property of the Mission Community Skills Centre Society.

4.3. INCONSISTENCY BETWEEN PROVISIONS

In the case of any inconsistency or conflict between the provisions of the RFP, the provisions of such documents and addenda thereto will take precedence in governing in the following order:

(1) addenda; (2) RFP; (3) Special Conditions; (4) Specifications; (5) Drawings; (6) Executed Form of RFP; (7) all other documents.

4.4. HEADINGS

Headings are for convenience only: headings and titles in the RFP are for convenience only and are not explanatory of the clauses with which they appear.



4.5. PAYMENT

Method of payment is governed by MCSCS policy as well as applicable federal and provincial law. MCSCS policy includes, but is not limited to, all payments will be in the form of cheque payable to the successful contracting agent in Canadian Funds and will have affixed with two authorities' signatures on behalf of MCSCS and include GST payment.

4.6. ENTIRE AGREEMENT

The RFP, accepted submission, and MCSCS Contract represent the entire Agreement between MCSCS and the Successful Proponent and supersede all prior negotiations, representations, or agreements either written or oral. The Contract may be amended only by written instrument agreed and executed by the Successful Proponent and MCSCS.

5.0 REQUEST FOR RFP PROCESS

5.1 NOT A TENDER CALL

This RFP is not a tender call, and the submission of any response to the RFP does not create a tender process. This RFP is not an invitation for an offer to contract, and it is not an offer to contract made by MCSCS.

5.2 NO OBLIGATION TO PROCEED

Though MCSCS fully intends at this time to proceed through the RFP, MCSCS is under no obligation to proceed to the purchase, enter into an agreement to supply services or any other stage or obligation, perceived or otherwise, with any proponent. The receipt by MCSCS of any information (including any submissions, ideas, plans, drawing, models, or other materials communicated or exhibited by any intended Proponent or on its behalf), shall not impose any obligations on MCSCS. There is no guarantee by MCSCS, its officers, employees, or agents, that the process initiated by the issuance of this RFP will continue, or that this RFP process or any RFP process will result in a contract with MCSCS.



5.3 ADDENDA AND SUBSEQUENT INFORMATION

Proponents are advised that all subsequent information regarding this RFP including any addenda will be posted on the Mission Community Skills Centre Society's Website. Addenda may be issued up to 48 hours prior to the Closing Date and Closing Time. After this time the

RFP will be considered complete, and no further addenda will be issued.

5.4 ELIGIBILITY

Proposals will not be evaluated if the Proponent's current or past corporate or other interest may, in MCSCS's opinion, give rise to a conflict of interest in connection with the RFP.

5.5 CONFLICT OF INTEREST

Any potential or perceived conflict of interest must be disclosed to MCSCS in writing together with the proposal documents. Any conflict of interest identified will be considered and evaluated by MCSCS. MCSCS has the sole discretion to take the steps they deem necessary to resolve the conflict. If during the term of the Contract, a conflict or risk of conflict of interest arises, the Proponent will notify MCSCS immediately, in writing, of that conflict or risk and take any steps that MCSCS reasonably requires to resolve the conflict.

6.0 PRE-RFP INFORMATION

6.1 COST OF PREPARATION

Any cost incurred by the Proponent in the preparation of this Proposal will be borne solely by the Proponent.

6.2 INTENTION OF MCSCS

The Proponent that submits to MCSCS the most advantageous Proposal and which represents the interests of MCSCS, best overall, may be awarded the contract. MCSCS reserves the right to accept or reject all or part of the RFP, however, MCSCS is not precluded from negotiating with the successful Proponent to modify its Proposal to best suit the needs of MCSCS.



6.3 REJECTION OF PROPOSALS

MCSCS reserves the right to reject, at MCSCS's sole discretion, any, or all Proposals, without limiting the foregoing, any Proposal which:

- a. is incomplete, obscure, irregular or unrealistic;
- b. has non-authorized (not initialed) erasures or corrections in the Proposal or any schedule thereto;
- c. omits or fails to include any one or more items in the Proposal for which a price is required by the RFP;
- d. fails to complete the information required by the RFP to be furnished with a Proposal; and/or
- e. fails to complete the information required whether the same purports to be completed or not.

Further, a Proposal may be rejected on the basis of the Proponents past performance, financial capabilities, completion schedule and compliance with Federal, Provincial, and/or Municipal legislation. As it is the purpose of MCSCS to obtain a Proposal most suitable to its interests and what it wishes to accomplish, MCSCS has the right to waive any irregularity or insufficiency in any Proposal submitted and to accept the Proposal which is deemed to provide the best value to MCSCS.

6.4 EVALUATION CRITERIA

Proposals will be checked against the mandatory criteria. Proposals not meeting all mandatory criteria will be rejected without further consideration. If all submissions do not meet MCSCS's mandatory criteria, it shall remain MCSCS's sole discretion to evaluate submissions and reject all or award to the Proponent with the highest overall ranking.

Mandatory Criteria

- Proposals received by closing date and time (two printed copies and one PDF electronic copy) in a sealed envelope consisting of components outlined in Section 3.
- Proposal submission Form – signed and dated



- Proponent Profile, Approach/Methodology, & References

Evaluation Criteria

Proposals will be checked against the mandatory criteria. Proposals not meeting all mandatory criteria will be rejected without further consideration. If all submissions do not meet MCSCS's mandatory criteria, it shall remain MCSCS's sole discretion to evaluate submissions and reject all or award to the Proponent with the highest overall ranking. Mission Community Skills Centre Society will evaluate bidders and proposals based on the following criteria:

Scored Evaluation Criteria

Proposals meeting the mandatory requirements will be further evaluated based on predetermined criteria below:

Experience/References

- Previous experience/past performance history
- Samples and/or case studies from previous projects
- Experience and technical expertise
- References – comments from clients utilizing the Proponents' services for similar projects
- Projected costs

Approach and Methodology

- The approach and philosophy applied to complete the Services as outlined in the RFP.
- Demonstrated clear understanding of the scope of work, identification of key issues and initiatives.
- Familiarity with previous work done in regard to the Centre's development.

Project Schedule

- Clear presentation of resources and key deliverables
- Proposed schedule first with MCSCS's schedule.



Post Project

Post-project completion, support and Q & A offered.

Following evaluation, a short list may be developed and shortlisted proponents may be asked to provide further information related to their application before a final selection is made.

6.5 PROPOSAL REVIEW COMMITTEE

Evaluation of Proposals will be made by the Proposal Review Committee formed by MCSCS and its partners.

Upon submitting a Proposal, Proponents agree that MCSCS may disclose their company name; however, no scores, weights or totals will be provided to any Proponents.

Awards will be made based on the best value offered, and the best value will be determined by the Proposal Review Committee. The quality of the service to be supplied, the conformity with the specifications, the suitability to requirements, guarantee clauses, and references shall all be taken into consideration.

6.6 CONFIDENTIALITY OF PROPOSALS

MCSCS will endeavor to keep all Proposals confidential. The material contained in the Proposal from the Successful Proponent will be incorporated in a contract and information which is considered sensitive and/or proprietary shall be identified as such by the Proponent. Technical or commercial information included in MCSCS contract shall not be released if MCSCS deems such releases inappropriate, subject to the Freedom of Information and Protection of Privacy Act.

6.7 CONFIDENTIALITY OF MCSCS'S INFORMATION

All Proponents and any other persons who, through this RFP process, gains access to MCSCS's confidential financial information, are required to keep strictly confidential all information which in any way reveals confidential business, financial or investment details, programs, strategies or plans learned through this RFP process. This requirement will continue with respect



to such information learned by the Successful Proponent, if any, over the course of any contract for service which arises out this RFP process. Information pertaining to MCSCS obtained by the Proponent as a result of participation in this process is confidential and must not be disclosed without written authorization of MCSCS.

6.8 CLARIFICATION

MCSCS reserves the right to seek Proposal clarification with the Proponents to assist in making evaluations.

MCSCS reserves the right to:

- consider and analyze Proposal submissions;
- reject any Proposal it considers not in its best interest;
- to meet with the Proponents, either individually or collectively, to discuss the RFP and their submissions;
- after identifying the preferred Proponent, to negotiate any changes, amendments or modifications with the preferred Proponent, without offering the other Proponents the right to amend their Proposals;
- to cancel the RFP at any time without incurring liability to any Proponent;
- to reject any or all Proposals;
- to accept any Proposal whether complete or not;
- to alter any aspects of the RFP in its sole discretion.

It is the nature of the RFP process that the RFP and/or the Proposal in response to the RFP will not constitute a binding Contract but will only form the basis for the Consulting Services Contract and does not mean that the Proposal is necessarily acceptable in the form submitted.

6.9 ACCEPTANCE OF PROPOSAL

MCSCS shall not be obligated in any manner to any Proponent whatsoever until a written agreement has been duly executed relating to an approved



Proposal. No act of MCSCS other than written notice signed by MCSCS's Corporate Officer shall constitute an acceptance of a Proposal. Such acceptance shall bind the Successful Proponent to execute in a manner satisfactory to MCSCS.

6.10 NEGOTIATION DELAY

If a written Contract cannot be negotiated within 30 days of notification to the Successful Proponent, MCSCS may, at its sole discretion at any time thereafter, terminate negotiation with that Proponent and either negotiate a Contract with the next qualified Proponent or choose to terminate the RFP process and not enter into a Contract with any of the Proponents.

6.11 INQUIRIES AND CONTACT DURING THE RFP PROCESS

General inquiries related to this RFP are to be emailed to:

Stephen Evans, Executive Director
Mission Community Skills Centre Society
209 – 33123 1st Avenue
Mission, BC V2V 1G5
Phone: 604-826-0626 sevans@missioncscs.org

Proponents shall carefully examine the RFP documents and shall fully inform themselves as to the intent, existing conditions and limitations which may affect their Proposal submission. No consideration will be given after submission of a Proposal to any claim that there was any misunderstanding with respect to the conditions imposed.

Proponents finding discrepancies or omissions in the Contract or RFP or having any doubts as to the meaning or intent of any provision should immediately notify the above-noted project contact. If there are any changes, additions, deletions to the Proposal scope, conditions or closing date, an Addendum issued by MCSCS will be posted on MCSCS website (www.missioncsc.org). All Addenda are to become part of the Proposal documents. Verbal discussion with MCSCS staff shall not become part of the RFP or modify the RFP unless confirmed by written Addendum.



Proponents may also contact Stephen Evans to request specific information related to this project; MCSCS retains the right to determine whether the information is relevant and suitable for release.

Inquiries and responses will be recorded and may be distributed to all Proponents who expressed an interest in the RFP at MCSCS's option. Questions will not be accepted or answered within 48 hours of the Closing date and time.

6.13 SUBMITTAL DEADLINE AND INSTRUCTIONS

Delivery of Proposals to the Mission Community Skills Centre Society's office prior to the specified date and time is solely and strictly the responsibility of the Proponent. MCSCS shall not, under any circumstances, be responsible for delays caused by any delivery service, or for delays caused by any other occurrence. All Proposals must be manually and duly signed by an authorized corporate officer or principal(s) of the organization with the authority to bind said Proponent.

Proposals must be received by 3:00 p.m. (local Pacific time) on Friday, July 29, 2018 at:

Mission Community Skills Centre Society
Attention: Stephen Evans
Unit 209, 33123 1st Avenue
Mission, BC V2V 1G5

Proposals and their envelopes should be clearly marked and sealed with the name and address of the Proponent and the RFP program title.

6.14 AMENDMENTS TO PROPOSALS

A Proponent may amend or revoke a Proposal by giving written notice to MCSCS, delivered by hand, mail, and or e-mail to the Project Office. An amendment that is received after the Closing Date and Closing Time will not be considered and shall not affect a Proposal, as submitted. An amendment or revocation must be signed by an authorized signatory of the Proponent.



If a proposal amendment or revocation is sent by fax or email, the Proponent assumes the entire risk that MCSCS will properly receive the fax or email before the Closing Date and Time. MCSCS shall not be liable to any Proponent for any reason a fax or email is not properly received.

7.0 PROPOSAL PREPARATION

7.1 CHANGES TO PROPOSAL WORDING

The Proponent will not change the wording of its Proposal after the submission deadline and no words or comments will be added to the Proposal unless requested by MCSCS for purposes of clarification.

7.2 IRREVOCABILITY OF PROPOSALS

By submission of a clear and detailed written notice, the Proponent may amend or withdraw its Proposal prior to the closing date and time. Upon closing time, all Proposals become irrevocable. By submission of a Proposal, the Proponent agrees that should its Proposal be successful, the Proponent will enter into MCSCS's Consulting Services Contract.

7.3 PROPONENT'S EXPENSE

Proponents are solely responsible for their own expenses in preparing a Proposal and for subsequent negotiations with MCSCS, if any. If MCSCS elects to reject all Proposals, MCSCS will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the Proposal, loss of anticipated profit in connection with any final Contract or any other matter whatsoever.

7.4 LIMITATION OF DAMAGES

The Proponent, by submitting a Proposal, agrees that it will not claim damages, for whatever reason, relating to the RFP or in respect of the competitive process, in excess of an amount equivalent to the reasonable costs incurred by the Proponent in preparing its Proposal. The Proponent, by submitting a Proposal, waives any claim for loss of profits if no agreement is made with the Proponent.



8.0 ADDITIONAL TERMS

8.1 SUB-CONTRACTING

N/A

8.2 LIABILITY FOR ERRORS

While MCSCS has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by MCSCS, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve proponents from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

8.3 AGREEMENT WITH TERMS

By submitting a Proposal, the Proponent agrees to all the terms and conditions of this RFP. Proponents who have obtained the RFP electronically must not alter any portion of the document, with the exception of adding the information requested. To do so will invalidate the Proposal.

8.4 USE OF REQUEST FOR PROPOSALS

This document, or any portion thereof, may not be used for any purpose other than the submission of Proposals.

8.5 MCSCS REPRESENTATIVE

A MCSCS representative will be assigned by MCSCS to oversee the compliance of the Proposal awarded to the Contractor. In addition, the Contractor will be expected to name a counterpart Project Manager.

8.6 PAYMENT HOLDBACK

The Contract may contain a provision whereby MCSCS will hold back a portion of the total Contract price until the requirements of the RFP have been met.



8.7 SOFTWARE

It is the Contractor's responsibility to ensure that MCSCS has all necessary business licenses and insurance required to use any software that may be supplied by the Contractor pursuant to the Contract.

8.8 ARBITRATION

All disputes arising out of or in connection with the Contract must, unless the parties otherwise agree, be referred to and finally resolved by arbitration pursuant to the Commercial Arbitration Act.

9.0 CONDITIONS

a. A qualified Proposal is one which meets the needs and specifications of MCSCS in accordance with the terms and conditions contained in the RFP. The preferred Proposal is a qualified Proposal offering the Best Value, as determined by MCSCS.

b. MCSCS will decide whether a Proposal is qualified by evaluating all of the Proposals based on the needs of MCSCS, specifications, terms and conditions and price. The Proposal Review Committee will examine all Proposals and recommend which Proposal is in MCSCS's best interest.

c. A Proposal which is unqualified is one that exceeds the cost expectations of MCSCS and/or does not meet the terms and conditions contained in the RFP and/or does not meet the needs and specifications of MCSCS. MCSCS reserves the right to reject any or all unqualified Proposals.

d. MCSCS reserves the right to cancel or extend the closing date of this RFP at any time.

e. MCSCS recognizes that best value is the essential part of purchasing a product and/or service and therefore MCSCS may prefer a Proposal that offers greater value and better serves MCSCS's interests, as determined by MCSCS, over other Proposals. MCSCS's decision shall be final. Price is not the sole determining factor when awarding the RFP to the successful proponent.



f. MCSCS reserves the right to negotiate with a preferred Proponent, or any Proponent, on any details, including changes to specifications and price. If specifications require significant modification, all Proponents shall have the opportunity to adjust their Proposals or re-submit altogether, as determined by MCSCS.

g. All equipment, goods and workmanship must conform to all Laws and Standards necessary for use in Canada and the Province of British Columbia.

h. MCSCS reserves the right to accept or reject a Proposal, where only one Proposal is received.

i. MCSCS reserves the right in its sole discretion to accept or reject all or part of any Proposal which is non-compliant with the requirements of this RFP.

j. MCSCS shall not be obligated either to accept or reject any non-compliance with the requirements of this RFP.

k. Cancellation Clause: MCSCS reserves the right to cancel the Contract for goods and/or services as outlined in this RFP, at any time, by providing 30 days written notice to the Contractor. Any outstanding disbursements will be paid within 30 days of written notice to terminate or cancel the Contract.

10.0 CONTRACTOR'S OBLIGATIONS

10.1 REGISTRATION WITH WORKSAFE BC (WCB)

The Contract requires that the Contractor and any approved Subcontractors must be registered with WorkSafe BC (WCB), in which case WorkSafe BC (WCB) coverage must be maintained for the duration of the Contract. Prior to receiving any payment, the Contractor may require a WorkSafe BC (WCB) Clearance Letter indicating that all WCB assessments have been paid. The Contractor will require the successful proponent to carry WCB coverage for the duration of the life of the Agreement, if one is successful negotiated and executed.

The Contractor shall ensure compliance on their part with the Workers' Compensation Act and any regulations there under, especially provisions of



said Act or of regulations under said Act having to do with the prevention of accidents, the prevention of diseases and the provision of safe working conditions.

In any case where pursuant to the provisions of the Workers' Compensation Act, the Workers' Compensation Board orders the Contractor in respect of his operations under this Agreement, to cease operations because of failure to install or adopt safety devices or appliances directed by the order of the said Board, or required under said Act or regulations there under or because said Board is of the opinion that conditions of immediate danger exist that would be likely to result in injury to any person, or because of lack of payment of an account due to the Board, MCSCS on twenty-four (24) hours written notice to the Contractor, may terminate the Contract.

10.2 GOVERNING REGULATIONS

The Contractor shall apply and pay for all necessary permits or licenses required for the execution of the Work. The Contractor shall give all necessary notices, pay for all fees required by law, and comply with all laws, ordinances, rules and regulations relating to the Work and to the preservation of the public health. The Contractor shall be responsible for the safety of all workers and equipment on the project in accordance with all applicable safety legislation passed by Federal, Provincial and local authorities governing safety.

11.0 INSURANCE PROTECTION AND DAMAGE

11.1 GENERAL INSURANCE

The Contractor shall procure and maintain, at its own expense and cost, the insurance policies listed in Section 11.2, with limits no less than those shown in the respective items, unless in connection with the performance of some particular part of the Work or Services, MCSCS advises in writing that it has determined that the exposure to liability justifies less limits.

11.2 INSURANCE



As a minimum, the Contractor shall, without limiting its obligations or liabilities under any other contract with MCSCS, procure and maintain, at its own expense and cost, the following insurance policies:

Commercial General Liability Insurance

Providing for an inclusive limit of not less than \$2,000,000 for each occurrence or accident; providing for all sums which the Contractor shall become legally obligated to pay for damages because of bodily injury (including death at any time resulting therefrom) sustained by any person or persons or because of damage to or destruction of property caused by an occurrence or accident arising out of or related to the Work or Services or any operations carried on in connection with this Contract; including coverage for Contractor's Protective, Personal Injury, Contingent Employer's Liability, Broad Form Property Damage, and Non-Owned Automobile Liability.

Cross Liability Coverage

Coverage must include a Cross Liability clause providing that the inclusion of more than one Insured shall not in any way affect the rights of any other Insured hereunder, in respect to any claim, demand, suit or judgment made against any other Insured.

Coverage must remain in force for the life of the Project/Agreement and for a minimum of 12 months after substantial completion.

Professional Errors and Omissions Insurance

Coverage in the amount of \$1,000,000 per occurrence and in the aggregate, and must remain in force for the life of the Project and for 12 months after substantial completion.

Automobile Liability Insurance

Automobile Liability Insurance covering all motor vehicles, owned, operated and used or to be used by the Contractor directly or indirectly in the performance of the Work or Services. The Limit of Liability shall not be less



than \$2,000,000 inclusive, for loss or damage including bodily injury, death or third-party property damage resulting from any one accident or occurrence.

11.3 MCSCS NAMED AS ADDITIONAL INSURED

The Commercial General Liability policy shall provide that MCSCS is named as an Additional Insured thereunder and that said policy will be primary without any right of contribution from any insurance otherwise maintained by MCSCS, with respect to claims arising out of the operations of the Contractor in any way related to the performance of the Works or Services.

11.4 CONTRACTOR'S SUBCONTRACTORS

The Contractor shall require each of its Subcontractors to provide comparable insurance to that set forth under Section 11.2 above.

11.5 CERTIFICATES OF INSURANCE

The Contractor agrees to submit Certificates of Insurance, for itself and for all of its Subcontractors to MCSCS prior to commencing the Work or providing the Services. Such Certificates shall provide that 30 days' written notice shall be given to MCSCS prior to any cancellations of any such policy or policies. The Contractor agrees to notify MCSCS of any material changes to such policy or policies.

11.6 OTHER INSURANCE

After reviewing the Contractor's Certificates of Insurance, MCSCS may require other insurance or alterations to any applicable insurance policies in force during the period of this Contract and will give notifications of such requirement.

11.7 ADDITIONAL INSURANCE

The Contractor may take out such additional insurance, as it may consider necessary and desirable. All such additional insurance shall be at no expense to MCSCS. The Contractor shall ensure that all of its Subcontractors are informed of and comply with MCSCS's requirements.

11.8 INSURANCE COMPANIES



All insurance, which the Contractor is required to obtain with respect to this Contract, shall be with insurance companies registered in and licensed to underwrite such insurance in the Province of British Columbia.

11.9 FAILURE TO PROVIDE

If the Contractor fails to do all or anything which is required of it with regard to insurance, MCSCS may do all that is necessary to effect and maintain such insurance, and any monies expended by MCSCS shall be repayable by and recovered from the Contractor. The Contractor expressly authorizes MCSCS to deduct from any monies owing the Contractor, any monies owing by the Contractor to MCSCS.

11.10 NON-PAYMENT OF LOSSES

The failure or refusal to pay losses by any insurance company providing insurance on

n behalf of the Contractor or any Subcontractor shall not be held to waive or release the Contractor or Sub-contractor from any of the provisions of the Insurance Requirements or this Contract, with respect to the liability of the Contractor and/or any Sub-contractor otherwise. Any insurance deductible maintained by the Contractor or any Subcontractor under any of the insurance policies is solely for their account and any such amount incurred by MCSCS will be recovered from the Contractor.

11.11 INDEMNITY

The Contractor shall be liable for all loss, costs, damages, and expenses whatsoever incurred or suffered by MCSCS, its elected officials, officers, employees and managers (collectively the Indemnitees) including but not limited to damage to or loss of property and loss of use thereof, and injury to or death of a person or persons resulting from or in connection with the performance, purported performance, or non-performance of this Contract, excepting only where such loss, costs, damages and expenses are as a result of the sole negligence of the Indemnitees.



mission
communityskillscentre

Your Future Starts Here

The Contractor shall defend, indemnify and hold harmless the Indemnitees from and against all claims, demands, actions, proceedings, and liabilities whatsoever and all costs and expenses incurred in connection therewith and resulting from the performance, purported performance, or non-performance of this contract, excepting only where such claim, demand, action, proceeding or liability is based on the sole negligence of the Indemnitees.



Company Background

Mission Community Skills Centre Society is a not-for-profit organization which was incorporated May 17, 1995. Mission Community Skills Centre society is a community-based resource dedicated to helping people improve their employability through quality services and training as defined by our clients.

Responsibilities

- Install and configure software and computer systems.
- Troubleshoot and resolve issues with software or hardware.
- Walk colleagues or clients through steps to help them resolve their technical problems.
- Maintain procedures and reports that provide technical support to the entire organization.
- Analyze records and logs to spot underlying trends and potential issues.
- Support the implementation of new solutions or applications.
- Establish accounts for new users and assist with password or login problems.
- Test, evaluate, and make decisions about new technology for the business.
- Participate in business-wide meetings to provide insight into technical requirements.

Qualifications

- Certifications are preferred
- Working knowledge and expertise with a variety of software, hardware, and applications.
- solve complicated problems and see projects through to completion.
- Analytical skills to study problems and records and identify solutions.
- Team-oriented attitude to help all staff and departments with technical problems.



- Strong interpersonal communication and relationship-building skills.
- Ability to manage time and effectively prioritize numerous projects at one time

Project Goals

The goals of this project include:

- i. To ensure that Mission Community Skills Centre Society's national internal processes run smoothly.
- ii. An IT help desk strategy to offer a centralized resource to address service disruptions and provide end-user service support.
- iii. Goal of achieving a 95% satisfaction rate.

To reach these goals, Mission Community Skills Centre Society is now accepting bids in response to this Request for Proposal.



Scope of Work

Scope of Services on Managed Devices

A. IT Leadership Services

- Web-based Management Portal
- Planning
- Solution Architect
- Audits & Compliance
- Account Management
- Procurement
- Documentation
- Projects
- Cyber Security and Risk Mitigation (free agent install required)
 - External Vulnerability (by IP Address)
 - Internal Vulnerability Scans

B. Cloud & Infrastructure Management

- Support for Most Common Operating System
- Support for Most Cloud Environments (IaaS)
- Service Request
- Major Incidents
- Incidents
- Alerts
- Routine Maintenance
- Schedule Maintenance
- Patch Management Intervention
- Automated patch Management
- Proactive
- Vendor Management
- Project management
- Cyber Security

C. User Support Services

- Web-based Support Portal
- Support for Most Common Operating System
- Help Desk
 - Reactive Support
- Projects



- Cyber Security

D. Public Use Devices Support

- Support for Most Common Devices/Operating System
- Support (email and web portal)
- Reactive Support
- Projects
- Cyber Security

E. Proactive Onsite Visit

- Technical professional pre-scheduled to perform a minimum of 2 hours recurring service onsite at client location.

Final Project Due:

MCSCS National IT Needs end March 31, 2024



Submission Requirements

Bidders must adhere to the following guidelines to be considered:

- Only bidders who meet all 4 metrics in the evaluation section should submit a proposal.
- Proposals must be sent in by July 29, 2022. Bidders who are interested in submitting a proposal should inform Stephen Evans by email no later than July 29, 2022.
- Include samples and references with your proposal.

Contact Information

For questions or concerns connected to this RFP, we can be reached at:

Stephen Evens – 604-309-1932 – sevens@missioncsc.org

Diana Dufour-Zand – 604-427-1991 – ddufour-zand@missioncsc.org



2022-RFP-01

Request For Proposal
Mission Community Skills Centre Society National IT Support Request

PROPOSAL SUBMISSION FORM

Complete and return this Proposal Submission Form

(Proposals will be received on or before 3:00 PM PST on Friday, July 29, 2022)

PROPOSAL SUBMISSION INSTRUCTIONS

Two (2) printed originals and one (1) electronic copy in PDF format of a Proposal in an envelope plainly marked "2022-RFP-01 Mission Community Skills Centre Society National IT Support Proposal" may be hand delivered, couriered, or mailed. Faxed or e-mail submissions will NOT be accepted.

All submissions must be received prior to the closing date and time, to:

Mission Community Skills Centre Society
209 – 33123 1st Avenue
Mission, BC V2V 1G5
Attn: Stephen Evans, Executive Director

Submitted by:

Company or Consultant Name

Address

City

Postal Code

Company Contact Name: _____ Phone #: _____

Company Contact e-mail address: _____

The Proponent confirms it has obtained and carefully examined all of the documents making up the Request for Proposal issued by the Mission Community Skills Centre Society and any addenda issued in connection therewith. The Proponent undertakes and agrees that:



1.0 EXECUTION OF CONTRACT

If the offer contained in this Proposal is accepted, upon being advised that the Contract is available, the Proponent will obtain the Contract and will execute and identify the Contract in a form and manner acceptable to the Mission Community Skills Centre Society and will deliver the same within 18 days from the time when the same are available or are delivered or mailed to the Proponent.

2.0 COMMENCEMENT, EXECUTION AND COMPLETION OF WORK

If awarded the contract, the Proponent shall supply these on the date set out in the Contract and shall complete the contract within the time specified in the Contract.

3.0 NO COLLUSION

Except as otherwise specified or as arising by reason of the provision of the Contract, no person whether natural, or body corporate, other than the Proponent has or will have any interest or share in this Proposal or in the proposed contract which may be completed in respect thereof. There is no collusion or arrangement between the Proponent and any other actual or prospective Proponent in connection with Proposals submitted for this project and the Proponent has no knowledge of the contents of other Proposals and has made no comparison of figures or agreement or arrangement, express or implied, with any party in connection with the making of the proposal.

4.0 ACCEPTANCE OF PROPOSAL

The acceptance of the Proposal by MCSCS shall be made only by the notice in writing from the Corporate Officer of MCSCS and will be addressed to the Successful Proponent at the address given in this Form of Proposal; and if the Proposal Documents are so worded, the Proposal may be accepted in either whole or in part.



5.0 FAILURE OR DEFAULT OF PROPONENT

If the Proponent for any reason whatsoever fails or defaults in respect of any matter or thing which is an obligation of the Proponent under the terms of this Proposal, MCSCS, at its option may consider the Proponents has abandoned the offer made or the contract if the offer has been accepted, whereupon the acceptance, if any, of MCSCS shall be null and void and MCSCS shall be free to select an alternate solution of its choosing.

Executed at _____, in the Province of BC this _____ day of _____, 2022 under the seal of the Proponent as a specialty instrument.

Note: If the Proponent is a Corporation, in addition to the signature, affix the corporate seal, if available. If a Natural Person makes the proposal, the Proponent must sign it with his/her name, title or clearly printed below the signature.

Name of Proponent (Please Print)

Mission Community Skills Centre Society
(Please Print)

Name (Signature)

Name (Signature)

Witness Signature