

**Chinook Comfor Limited Partnership**  
**REQUEST FOR PROPOSAL (RFP)**  
**IT Support Services**

**CHINOOK VERDUN PROJECT**

Chinook Comfor LP

Box 969

Burns Lake, B.C. V0J 1E0

Phone: 1-250-692-0630 [ken.nielsen@chinookcomfor.ca](mailto:ken.nielsen@chinookcomfor.ca)

**RFP ID: 2020-03-25**  
**Prepared By: Ken Nielsen**  
**Date: March 25, 2020**

REQUEST FOR PROPOSAL  
CHINOOK IT Services Support  
Burns Lake, B.C.

**RFP ID:** 2020-03-25

**SUBMISSION DEADLINE:** April 20, 2020, 4:00 pm

**QUESTION SUBMISSION DEADLINE:** April 10, 2020

Questions may be submitted in written form no later than April 10, 2020, to:

**RFP Contact Name:** Ken Nielsen  
**Contact Address:** Box 969  
Burns Lake, V0J 1E0  
**Telephone Number:** 1-250-692-0630  
**Email Address:** ken.nielsen@chinookcomfor.ca

#### **INTRODUCTION**

Chinook Comfor LP invites and welcomes proposals for their IT Support Services. Please take the time to carefully read and become familiar with the proposal requirements. All proposals submitted for consideration must be received by the time as specified above under the "SUBMISSION DEADLINE."

*BIDDERS SHOULD NOTE THAT ANY AND ALL WORK INTENDED TO BE SUBCONTRACTED AS PART OF THE BID SUBMITTAL MUST BE ACCOMPANIED BY BACKGROUND MATERIALS AND REFERENCES FOR PROPOSED SUBCONTRACTOR(S) – NO EXCEPTIONS.*

#### **PROJECT AND LOCATION**

The bid proposal is being requested for IT Support Services which is or shall be located at Lakes TSA, Burns Lake, BC. Box 969 V0J 1E0.

#### **PROJECT MANAGER CONTACT INFORMATION**

For questions or information regarding Planning, contact the following individual(s):

**Name:** Ken Nielsen  
**Title:** General Manager  
**Phone:** 1-250-692-0630  
**Email:** [ken.nielsen@chinookcomfor.ca](mailto:ken.nielsen@chinookcomfor.ca)

**OR**

**Name:**  
**Title:**  
**Phone:**  
**Email:**

**PROJECT OBJECTIVE**

The objective for this project is to maintain and support IT Services for Chinook Community Forest manager and board of directors.

**PROJECT SCOPE AND SPECIFICATIONS**

Project Scope and Specifications are detailed on an attached document.

**SCHEDULED TIMELINE**

The following timeline has been established to ensure that our project objective is achieved; however, the following project timeline shall be subject to change when deemed necessary by management.

**MILESTONE**

**DATE**

**Start:**

May 1, 2020

**Detailed Updates:**

Quarterly

**Completion Date:**

May 1, 2023

**PROPOSAL BIDDING REQUIREMENTS**

**PROJECT PROPOSAL EXPECTATIONS**

Chinook Comfor LP shall award the contract to the proposal that best accommodates the various project requirements. Chinook Comfor LP reserves the right to award any contract prior to the proposal deadline stated within the "Scheduled Timeline" or prior to the receipt of all proposals, award the contract to more than one Bidder, and refuse any proposal or contract without obligation to either Chinook Comfor LP or to any Bidder offering or submitting a proposal.

**INTENT TO SUBMIT PROPOSAL**

All invited Bidders are required to submit a "Letter of Intent" no later than April 1, 2020, informing Chinook Comfor LP of their intent to either submit or decline to submit a proposal.

## **DEADLINE TO SUBMIT PROPOSAL**

All proposals must be received by Chinook Comfor LP in a sealed envelope no later than 4:00 pm on April 20, 2020, for consideration in the project proposal selection process. By mail Box 969, Burns Lake, BC V0J 1E0 or drop off at Chinooks office 485 Hwy 16W Burns Lake, BC V0J 1E0.

## **PROPOSAL SELECTION CRITERIA**

Only those proposals received by the stated deadline will be considered. All proposals submitted by the deadline will be reviewed and evaluated based upon information provided. In addition, consideration will be given to cost and performance projections. Furthermore, the following criteria will be given considerable weight in the proposal selection process:

- Proposals received by the stipulated deadline in the correct format.
- Bidder's asserted performance effectiveness regarding the project objectives of Chinook Comfor LP;
- Bidder's performance history and asserted ability to timely deliver proposed services.
- Bidder's ability to provide and deliver qualified personnel who have the knowledge and skills required to effectively and efficiently execute proposed services.
- Overall cost effectiveness of the proposal.
- See attached Chinooks Tendering Policy.

Chinook Comfor LP shall reserve the right to cancel, suspend, and/or discontinue any proposal at any time they deem necessary or fit without obligation or notice to the proposing bidder/contractor.

## **PROPOSAL SUBMISSION FORMAT**

The following is a list of information that the Bidder should include in their proposal submission:

### **Summary of Bidder Background**

- Bidder's Name(s).
- Bidder's Address.
- Bidder's Contact Information (and preferred method of communication).
- Legal Form of Bidder (e.g. sole proprietor, partnership, corporation).
- Date that the Bidder's Company was Formed.
- Description of Bidder's company in terms of size, range, and clientele as well as the types of services offered.
- Bidder's principal officers (e.g. president, chairman, vice president(s), secretary, chief operating officer, chief financial officer, general managers, etc.) and length of time each officer has performed in his/her field of expertise.
- Evidence of legal authority to conduct business (e.g. business license number).

- Evidence of established track record for providing services and/or deliverables that are the subject of this proposal.
- Organizational chart showing key personnel who would provide services to Chinook Comfor LP.

### **Financial Information**

- State whether the Bidder, or its parent company (if any), has ever filed for bankruptcy or any form of reorganization under the Bankruptcy Code.
- State whether the Bidder, or its parent company (if any), has ever received any sanctions or is currently under investigation by any regulatory or governmental body.

### **Proposed Outcome**

- Summary of timeline and work to be completed.

### **Equipment or Service**

- List all equipment or services required for this proposed project and the quantity of each.
- Detailed estimated cost for each piece of equipment or service.
- List any equipment or services required of a subcontractor, along with a brief explanation.
- List any accommodation, services, or space required from Chinook Comfor LP, along with a brief explanation.

### **Cost Proposal Summary and Breakdown**

- An all-inclusive monthly price; travel/room and board/utility vehicles.
- A detailed list of all expected costs related to the proposed project.

### **Licensing and Bonding**

- Provide details of licenses and bonds (if any) for any proposed services that the bidder/contractor may plan on providing for this project.

### **Insurance**

- Details of any liability or other insurance provided with regard to the staff or project.

### **References**

- Provide 2 references

Bidder agrees that Chinook Comfor LP may contact all submitted references to obtain all information regarding Bidder's performance.

### **Opening of RFP**

- Opening of bids will be closed.

## **Project Scope and Specifications:**

- Desktop support, troubleshooting and maintenance for all iPads, Laptops and PCs.
- Printer support and troubleshooting.
- Windows server support and maintenance.
- DNS, WINS, and DHCP maintenance and troubleshooting on the servers and routers.
- Management of all network hubs switched and other wireless network infrastructure.
- Firewall maintenance and troubleshooting.
- Computer systems and network infrastructure currently located in the Chinook office and remote office.
- Performance, availability & predictive failure monitoring.
- Patch monitoring & management.
- Virus definition monitoring & management.
- System administration and maintenance
- Help desk & emergency support.
- Quarterly review meetings.
- Annual asset planning meetings.

## **Other features**

- Two-hour response to technical problems.
- Onsite technicians available within two hours for emergency requests.
- Technical staff who are available for emergency callouts (24-7)
- Year-end technology review.
- Workstation loaner in the event of a workstation crash.
- Unlimited help desk support and break-fix services ensuring that all standard service support labor is included in the all-inclusive price.
- Vendor liaison services.
- 100% No-Hassle guarantee.

## **Back and Business Continuity Services**

- Total Care managed workstations.
- Office 365 backup – 11 accounts
- Sage 50 accounting – Canadian Edition 2018

## **Bundle add- services**

- Email services, Office 365 exchange – 11 accounts.
- Office 365 premium – 6 users accounts.
- Web Hosting total care of one managed website.
- Domain management – 1 domain.

- Centralized procurement – 1 organization
- Documentation – 1 organization.

### **Enhanced Security Services**

- Enhanced endpoint protection.
- Security awareness training – office.
- Network and security audit – office
- Security risk assessment scanning – 3 workstations.
- Password policy compliance and password change audit – office.
- DNS firewall security – office.
- Web security advance – 11 users.