



REQUEST FOR PROPOSAL

Managed Information Technology Services

Town of Osoyoos
8707 Main Street, Box 3010
Osoyoos, BC
V0H 1V0
mcoulson@osoyoos.ca
250-495-4626

INVITATION TO SUBMIT PROPOSAL: MANAGED INFORMATION TECHNOLOGY SERVICES TOWN OF OSOYOOS

The Town of Osoyoos invites information technology support providers (hereinafter referred to as the "Proponent") to submit proposals for the provision of managed information technology services for the Town of Osoyoos as set out in this Request for Proposal (RFP). The Town of Osoyoos intends to form an agreement with the highest ranked Proponent using the evaluation process outlined in Section 3 of this RFP.

Managed Information Technology Services

Issued: October 10, 2025

Submission Deadline: November 14, 2025, at 4:00 p.m. (Osoyoos local time)

Inquiries:

Refer all proposal inquiries by email to: Marg Coulson, Director of Corporate and Planning & Development Services at mcoulson@osoyoos.ca

Proposals:

The Request for Proposal submission must be submitted in a closed envelope marked:

OSOYOOS RFP FOR MANAGED IT SERVICES

8707 Main Street, PO Box 3010

Osoyoos, B.C. V0H 1V0

Phone: 250-495-6515 Fax: 250-495-2400

Contact email: mcoulson@osoyoos.ca

Proposals must be received at the above specified address prior to the predetermined time and date set forth above.

Proposals received late, faxed or e-mailed proposals will not be accepted.

The Town of Osoyoos is not responsible for the timeliness of documents delivered nor will the Town of Osoyoos accept responsibility for receipt of any proposal delivered to a location other than at the above specified address.

Proposal Copies:

The Proponent shall provide one paper and one digital copy of the proposal.

1. SCOPE OF WORK

1.1. Purpose and Description:

The Town of Osoyoos wishes to engage the services of an information technology support service provider for managed information technology services as described in section 1.2 Scope below.

Support services are required for approximately 60 staff and 80 licensing seats across six locations within the Town of Osoyoos.

1.2. Scope:

The successful Proponent will provide managed services including, but not limited to, the following services. Proponents must indicate whether the following services can be supplied, and provide a detailed description of the scope of each category of service, including how the services will be delivered, managed, and any measures taken to measure and assure the ongoing quality and effectiveness of the service:

1.2.1 Network monitoring and optimization

- Monitor and report on the performance and security of hardware and software components
- Protocol to prevent and minimize network downtime
- Optimize network traffic flow for the Town's business needs
- Server system updates, firmware updates and version control
- Daily data back-up
- Describe frequency of testing/verification of the backups

1.2.2 Network design, installation and support

- Manage servers, LANs, routers, switches, firewalls and other physical network devices
- Develop and maintain documented network map
- Collaborate with Town of Osoyoos staff to plan equipment upgrades, purchasing and installation

1.2.3 Network security

- Manage firewall policies including scheduled firmware updates
- Install and manage anti-virus and anti-spyware software
- Manage spam filtering and user authentication
- Strict control and maintenance of all network passwords

1.2.4 Helpdesk services including details of guaranteed response times

- Operation of a helpdesk during the hours of 8:00 am and 5:00 pm PST
- Provide a cost schedule for after-hours service for technical support in exceptional circumstances
- Fully describe the scope of helpdesk support and how it is managed
- Provide guaranteed response times including on site support response time

1.2.5 PC desktop device management

- Management of software updates, and device maintenance and renewal
- Password management and setup of 2 step authentication for remote access
- Onsite support at least once per month

1.2.6 Business continuity support

- Disaster or cyberattack recovery plan
- Detailed cyberattack protocols
- Assistance in developing and maintaining a current business continuity plan

1.2.7 IT asset management

- Working with Town of Osoyoos staff to ensure that all IT assets are inventoried and a control plan is in place
- Maintain a rolling asset renewal plan
- Describe plans for equipment decommissioning

2. PROPOSAL FORMAT AND REQUIREMENTS

The proposal shall adhere to the following format and provide responses to the areas outlined below.

2.1. Letter of Transmittal:

A letter of transmittal or covering letter, dated and signed by an official authorized to negotiate, make commitments, and provide any clarifications with respect to the proposal.

2.2. Executive Summary:

An Executive Summary will identify key points in the proposal that the Proponent wishes to highlight.

2.3. Corporate Profile:

A brief corporate profile will cover the Proponent's history, and office locations(s). The corporate profile should also include the firm's philosophy towards its clients and the services which it provides.

2.4. Proponent's Team:

The Proponent shall identify the team member(s) that will be the primary Osoyoos contact(s). Describe required staff training levels and years of experience, and how quality of service is monitored and maintained. Describe the Proponent's confidentiality protocols.

2.5. Proponent's Experience and Expertise:

Proponents that have current or previous experience with municipal clients should provide a list identifying the municipality, the year the agreement was commenced, and whether the agreement is still active.

2.6. Ability to comply with Scope of Work:

Proponents will detail their ability to perform all the work items outlined in the “Project Scope” in section 1.2 of this proposal.

Proponents must detail the estimated response time to provide professional resources – remotely and on site, if possible - in the event of an emergency situation requiring urgent information technology advice and services.

2.7. Value-Added Service:

Proponents are invited to provide a description of what the Proponent has to offer as value-added service(s) that will benefit the Town of Osoyoos.

2.8. Cost of Services:

Provide a detailed explanation of the Proponent’s current fee structure for all information technology staff in the firm that may be working with Osoyoos, including travel expenses, anticipated annual contract increases, and disbursements. The explanation will include how billable hours are determined and what services, if any, will be provided to the Town without cost.

Provide detail on the Proponent’s process for acquiring IT equipment and software, and the markup and fees to the client for the service.

2.9. References:

The Proponent shall include a list of three references with whom the Proponent has worked in the last five years. Each of the references shall include the complete client’s name, contact person with title, email and phone number.

2.10. Insurance, Professional License(s) and Affiliations:

The Proponent shall state if they carry professional liability insurance and, if so, include a Certificate of Insurance issued by their insurance broker.

3. EVALUATION AND SELECTION CRITERIA

The Town of Osoyoos will do an initial evaluation of the proposals using the criteria and weightings in the table below. The Town may then hold interviews with short-listed Proponents or make a recommendation to the Mayor and Council to form an agreement with a Proponent.

Selection Criteria	Point Weighting for Initial Evaluation
1. Proponent's experience/ability to comply with all identified requirements within the Scope of Work	30
2. Availability of staff assigned to Osoyoos and location of Proponent's office(s)	20
3. Proponent's service-provision methodology	20
4. Osoyoos deemed best value for proposed fees	10
5. References and reputation of the Proponent	10
6. Value adds	5
7. Quality of proposal	5

STANDARD TERMS AND CONDITIONS

Submission of a proposal in response to this Request for Proposal indicates acceptance of the following terms and conditions, which will apply to this Request for Proposal and to any subsequent Contract.

1. TERMINOLOGY

“Best Value” means the value placed upon quality, service, past performance, understanding of the community, and price.

“Contract” means the written agreement resulting from the Request for Proposal executed by the Town of Osoyoos and the successful Proponent.

“Must”, “Mandatory” or “Required” means a requirement that must be met in order for a proposal to receive consideration.

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

“Proponent” means a party submitting a proposal to this RFP.

“RFP” means this Request for Proposal.

“Subcontractor” includes a person, firm or corporation having a contract with the Successful Proponent for the services called for in the RFP.

“Successful Proponent” means the Proponent submitting the most advantageous RFP as determined by the Town.

“Town” means the Town of Osoyoos.

“Work” means any labour, duty and/or efforts to accomplish the purpose of this project.

2. FORM OF PROPOSAL

Project Title: OSOYOOS INFORMATION TECHNOLOGY MANAGED SERVICES

The Proponent confirms it has obtained and carefully examined all of the documents making up the Request for Proposal issued by the Town of Osoyoos and any related addenda.

3. ACCEPTANCE OF PROPOSAL

The acceptance of the proposal by the Town shall be made only by notice in writing and will be addressed to the successful Proponent through the contact information given in this form of proposal. The proposal may be accepted either in whole or in part.

4. FAILURE OR DEFAULT OF PROPONENT

If the Proponent for any reason whatsoever fails or defaults in respect of any matter which is an obligation of the Proponent under the terms of this proposal, the Town at its option may consider the Proponent has abandoned the offer made and shall be free to select an alternate solution of its choosing.

5. RFP/CONTRACT TERMS

The following terms will apply to this RFP and to any subsequent Contract. Submission of a proposal in response to this RFP indicates acceptance of all the following terms:

- 5.1. In carrying out its obligations hereunder, the Proponent shall comply with all applicable laws, bylaws, regulations, codes, specifications and requirements of all regulatory authorities, and shall obtain all necessary licenses, permits and registrations as may be required by law.
- 5.2. All reports whether digital or hard copies, commissioned by the Town of Osoyoos, shall remain the property of the Town of Osoyoos.
- 5.3. The RFP, accepted submission, and Town contract documents represent the entire Agreement between the Town and the Successful Proponent and supersede all prior negotiations, representations or agreements either written or oral.
- 5.4. The contract documents may be amended only by written instrument agreed to and executed by the Successful Proponent and the Town.

6. RFP PROCESS

No Contract A and No Claims:

This RFP process is not intended to create binding offers and no contractual obligations whatsoever (including what is commonly referred to as 'Contract A') shall arise between the Town of Osoyoos and any Proponent upon the submission of a Proposal in response to this RFP. For extra clarity, both the Proponent and the Town are free to cancel their participation in this RFP process at any time up until the execution of a written Contract or issuance of a Purchase Order by the Town of Osoyoos for the Services.

Without limiting the above paragraph, no Proponent shall have any claim whatsoever against the Town for any damage or other loss resulting from a Proponent's participation in this RFP, including where the Town does not comply with any aspect of this RFP. The Proponent shall also waive any claim for loss of profits or Proposal preparation costs should the Town not execute a Contract with the Proponent for any reason whatsoever.

6.1. Modification and Addenda

The Town reserves the right to modify the terms of the Request for Proposal at any time at its sole discretion. Modifications to the RFP will be made in the form of a written addenda. All addenda shall be considered to be integral to the RFP and having the same effect as if part of the original RFP. It is the Proponent's responsibility to ensure that they have all modifications. The modifications will be made available on the Town website at www.osoyoos.ca Proposals should include acknowledgement of receipt of all addenda.

6.3 No Obligation to Proceed

Though the Town fully intends at this time to proceed through the RFP in order to select a Proponent for the services, the Town is under no obligation to proceed to the Contract.

6.4 Irrevocability

Prior to the time and date of the Request for Proposal closing deadline, any Proponent may withdraw or change their proposal without penalty or forfeiture, by giving notice in writing to: Marg Coulson, Director of Corporate and Planning & Development Services, mcoulson@osoyoos.ca Town of Osoyoos, 8707 Main Street, Osoyoos, BC V0H 1V0. After the closing deadline, the submitted RFP will be irrevocable.

6.5 Late Proposals

Proposals received after the final date and time for receipt of proposals will be considered as late, will not be accepted, and will be returned unopened to the sender.

7. PRE-RFP INFORMATION FOR PROPONENTS

7.1 Cost of Preparation

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

7.2 Intention of the Town

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

7.3 Rejection of Proposals

The Town reserves the right to reject, at the Town's sole discretion, any proposal which either:

- i. is incomplete, obscure, irregular or unrealistic
- ii. has non-authorized (not initialed) erasures or corrections in the proposal or any schedule thereto

Further, a proposal may be rejected on the basis of the Proponents past performance, financial capabilities, completion schedule and/or non-compliance with Federal, Provincial and Municipal legislation. Conversely, the Town has the right to waive any irregularity or insufficiency in a proposal submitted in order to accept the proposal which is deemed most favorable to the interests of the Town.

7.4 Confidentiality

The Town is subject to the provisions of the Freedom of Information and Protection of Privacy Act. While the Act offers some protection for the third-party business interests, the Town cannot guarantee that any information provided to the Town can be held in confidence.

7.5 Clarification

The Town reserves the right to seek proposal clarification with Proponents to assist in making evaluations.

7.6 Gifts and Donations

Proponents will not offer entertainment, gifts, gratuities, discounts or special services, regardless of value, to any employee of the Town.

8. PROPOSAL PREPARATION

8.1. Alternative Solutions

If alternative solutions are offered, please submit the information in the same format, as a separate proposal.

8.2. Changes to Proposal Wording

The Proponent may not change the wording of its proposal after closing and no words or comments will be added to the proposal unless requested by the Town for purposes of clarification.

8.3. Firm Pricing

Proposals must be firm for at least 60 days after the final date.

8.4. Currency and Taxes

Prices quoted are to be in Canadian dollars, and include GST and PST, as applicable.

9. ADDITIONAL TERMS

9.1. Sub-Contracting

Using a Subcontractor (who must be clearly identified in the proposal) is acceptable. This includes a joint submission by two Proponents having no formal corporate links. However, in this case, one of these Proponents must be prepared to take overall responsibility for successful interconnection of the service lines and this must be defined in the proposal.

9.2. Liability for Errors

While the Town has made considerable effort to ensure an accurate representation of information in this RFP, the information is supplied solely as a guideline for Proponents. Nothing in this RFP is intended to relieve Proponents from forming their own opinions and conclusions.

10. SPECIAL CONDITIONS

- 10.1. The Town recognizes that "Best Value" is the essential part of purchasing a product and/or service and there the Town may prefer a proposal with a higher price, if it offers greater value and better serves the Town's interests, as determined by the Town, over a proposal with a low price. The Town's decision shall be final.
- 10.2. The Town reserves the right to negotiate with a preferred Proponent, or any Proponent, on details of the proposal, including amendments to specifications and fees.
- 10.3. All services must conform to all Laws and Standards necessary in Canada and the Province of British Columbia.
- 10.4. The Successful Proponent shall guarantee that his proposal will meet the needs of the Town and that any service(s) rendered shall be correct. If the services rendered are in any way incorrect or unsuitable, all correction costs shall be borne solely by the Proponent.
- 10.5. Town reserves the right to accept or reject a proposal where only one proposal is received.
- 10.6. The Town reserves the right to cancel the Contract agreement pertaining to this RFP, at any time, by providing 30 days written notice to the Vendor.
- 10.7. If a written Contract cannot be negotiated within thirty days of notification of the Successful Proponent, the Town may, at its sole discretion at any time thereafter, terminate negotiations 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.

11. SUCCESSFUL PROPONENT'S INSURANCE

The successful Proponent will indemnify the Town and their employees, officers, directors and agents against all claims, actions, proceedings, damages, losses, costs, expenses and liabilities of any kind incurred. The Proponent accepts responsibility for acts and omissions, including those of all Subcontractors it may engage in rendering the Service on the Project.