

**Request for Proposal (RFP** for IT administration services, encompassing both managed and protective services:

## 1. Introduction

We invite qualified vendors to submit proposals for comprehensive IT administration services. Our organization is a small office of 12 employees in our downtown Calgary office and four (4) employees in our Edmonton location. We seek a reliable IT partner to manage and safeguard our critical technology infrastructure who will be able to grow with our organization. We currently use Microsoft 365, Teams, Outlook, and Sharepoint. This RFP currently outlines our requirements and expectations.

## 2. Project Overview

Our organization operates in a dynamic environment, relying heavily on technology for seamless operations. The primary objectives of this project are as follows:

- **Managed Services:**
  - Efficiently manage our networks, and end-user devices.
  - Provide timely support to our staff for technical issues.
  - Ensure data integrity, backups, and disaster recovery.
  - Optimize system performance and security.
  - Onboarding/Offboarding users in a timely manner including granting authorized access to Sharepoint network
  - Order and distribute IT equipment as requested
  - Provide advice and suggestions for optimal IT business experience and management.
  - Ongoing Staff IT Security Training with online courses to complete
  - Ethical phishing and training when needed
  - All external applications setup and ongoing management for software such as but not limited to Adobe, Teams, Zoom.

- **Protective Services:**

- Implement robust security measures to safeguard against cyber threats in the office as well as home/remote offices.
- Monitor network traffic for anomalies and respond proactively.
- Maintain firewalls, antivirus software, and intrusion detection systems.
- Conduct vulnerability assessments and patch management.

### 3. Scope of Work

#### Managed Services

##### 1. Network Management:

- Configuration and optimization of network devices (firewalls).
- Monitoring network traffic and addressing bottlenecks.
- Ensuring network security and access controls.
- Hardware, software, domain and license procurement renewals and licensing.
- Password creations and prompt for change throughout the year

##### 2. Help Desk Support:

- Promptly address user queries and technical problems.
- Maintain a knowledge base for common issues.
- Escalate complex problems as needed.

##### 3. Backup and Recovery:

- Regular backups of critical data.
- Testing and validating backup procedures.
- Rapid recovery in case of data loss or system failure.

## Protective Services

### 1. Security Measures:

- Threat detection using advanced tools.
- Incident response planning and execution.
- Regular security audits and risk assessments.

### 2. Firewall Management:

- Configure and maintain firewalls.
- Monitor traffic and enforce access policies.
- Respond to security incidents.

### 3. Antivirus and Anti-Malware:

- Deploy and manage antivirus software.
- Regularly update virus definitions.
- Perform malware scans and removal.

## 4. Qualifications and Requirements

We expect the selected vendor to meet the following criteria:

- Proven experience in providing similar services.
- Relevant certifications (e.g., CompTIA, Cisco, Microsoft).
- Familiarity with industry best practices and compliance standards.

## 5. Budget and Timeline

- Our budget for these services is **\$7000 per month**.
- Office hardware and equipment is over and above this monthly budget based on quote and approval process
- The project is expected to commence April 2024 and conclude by June 30, 2024. At which time a contract renewal may be initiated to continue IT services on a six (6) month or annual basis.

## 6. Evaluation Criteria

Proposals will be evaluated based on:

- Technical expertise and qualifications.
- Cost-effectiveness.
- References from previous clients.
- Responsiveness to our needs.

## 7. Submission Instructions

Interested vendors should submit their proposals by **March 31, 2024**. Please send electronic copies to **Lindsay Tabin** at [procurement@theaioc.com](mailto:procurement@theaioc.com)

## 8. Terms and Conditions

- The selected vendor will enter into a formal contract with our organization.
- We reserve the right to reject any or all proposals.

Should you have any questions, please reach out to Lindsay Tabin via email. We look forward to receiving your proposals!