



August 8, 2017

Dear Sir or Madam:

Re: Computer Services & Support for the Village of Burns Lake

The Village of Burns Lake is seeking proposals for municipal computer services and support. This is in accordance with the provisions the Village of Burns Lake Professional Services Policy, PSP-2004-04. The proposal is for a 3-year term with the option to renew for an additional 2 years, commencing with the fiscal year 2018.

We require a fully managed IT Solution for the management of our IT Infrastructure including: user support, networks, servers, workstations and laptops, mobile devices, peripheral devices, email communication systems, website hosting, backup and disaster recovery and security. Ongoing service and support provided in a proactive manner to prevent down-time and system outages is an essential component of this proposal.

Your proposal should include an all-inclusive price for standard monthly maintenance and support and clearly state what is not included in the monthly price. Your proposal should also clearly state all transitional costs associated with changing I.T. Service providers, including installation of new infrastructure if you cannot adopt existing equipment or services under your banner.

We would like to effectively plan for future operating and capital expenditures related to computer and network software and hardware changes. We require ongoing advice regarding I.T. technical change, strategic planning regarding I.T. infrastructure improvements and capital budgeting.

Network Description

The Village of Burns Lake system is comprised of four interconnected network locations that have staff workstations along with a SCADA network for managing our sewer and water infrastructure. Below you will find a description of the four locations and the equipment types located in each:

Village Office:

- 19 PC's including workstations and portable computers
- 2 physical servers running hyper-visor virtualization software and several virtualized servers running Windows Server OS.
- 1 Backup and Disaster recovery appliance
- 1 dedicated VPN Tunnel router connecting remote sites
- 1 Switch and 1 gateway router
- 1 WIFI Access Point
- 7 printers and multi-function devices
- 1 large format plotter/scanner device
- 4 Blackberry devices and many other mobile devices (iPhone/Android)
- 7 battery backup devices

Multi-use Recreation Facility

- VPN Tunnel to main office
- 1 router and 1 switch
- 3 computer workstations
- 2 printers and multi-function copying devices

Arena

- VPN Tunnel to main office
- 1 router and 1 switch
- 2 computer workstations
- 1 printer

Public Works Yard

- 2 computer workstations

- 1 printer
- 1 Router and Internet gateway

The SCADA network is comprised of:

- 1 SCADA server
- 10 PLC/HMI devices requiring continual network access to the SCADA server
- 14 radio devices that comprise a distributed wireless network to support SCADA system communication and monitoring
- 1 Router and Internet gateway

Service Requirements

We require constant network monitoring to detect and report problems before they escalate into downtime, data loss or repair issues. Network support activities should cover all listed systems and include:

- Hosted email service delivery for 30 email accounts (currently using a hosted MS Exchange solution).
- Website hosting for 4 websites – including general maintenance, plugin updates, backup and user support.
- Desktop/Laptop monitoring, support and troubleshooting.
- Windows server configuration, monitoring, support and maintenance.
- Printer support and troubleshooting.
- Network service support and maintenance including service monitoring and hardware support and Firewall configuration
- General system administration including software installation and configuration on workstations, servers and mobile devices, password resets, user additions and suspensions.
- Helpdesk support during regular office hours including: user support, including general training on the use of MS Office software, effectively using the file server and safely accessing the Internet.
- Managed Backup and Disaster Recovery solution, including off-site hosting of backup data, on-site recovery capability and ongoing backup success/failure monitoring and reporting.

- Malware prevention, detection and removal services.
- Managed security updates for Windows OS and third-party software.
- Included anti-virus and anti-spyware solution and network filtering.
- Included Spam filtering of all incoming and outgoing email.
- Included SSL certificates as required for secure web and email communications.
- General physical system maintenance and cleaning.

Other required activities:

- Guaranteed one-hour response to technical issues.
- On-site technician availability within the response time.
- Staff available for emergency call outs, on-site: 24/7/365.
- A fully staffed local office is important.
- All standard service and support labour will be included in the all-inclusive price.
- On and off network access by staff, via smart phones, laptops or other mobile devices to email services is essential.
- Must be proficient with the monitoring and maintenance of a SCADA network.
- Must provide 24/7/365 network monitoring.
- Must provide a backup and disaster recovery solution with all data being stored in Canada.
- Familiarity with our Line of Business municipal management application Vadim iCity is important.

Proposal Requirements

Please include the following when submitting your proposal:

1. Proposed fees for the annual computer services & support contract for the Village of Burns Lake for 2018-2020;
2. Outline any exclusions from inclusive contract pricing and services;
3. A profile of your firm, including number of partners, support staff, and their qualifications;
4. Identify who will be in charge of the services and support (primary provider), and who will substitute for the primary provider if he/she is unavailable;
5. Identify any potential conflicts of interest relating to provision of the proposed service; i.e., to a member of council, its committees, or association of staff members;
6. At least three references, two of which should be computer service references;
7. Details of past municipal computer service and support experience;
8. Charge out rates for additional work performed, if required.

If you wish your proposal for computer service and support to be considered by the Village of Burns Lake, it must be received by 10:00 am, September 18, 2017.

Please mark your tender proposal “Computer Services and Support - Confidential” and drop it off to the attention of Sheryl Worthing, CAO, at the Village of Burns Lake Municipal Office, # 15-3rd Ave, Burns Lake, or mail it to the Village of Burns Lake, Box 570, Burns Lake, B.C. V0J 1E0.

A recommendation to award the computer services will be made at the October 11, 2017 Regular meeting of Council.

Please call me at (250) 692-7587 if you require additional information.

Sheryl Worthing
CAO
Village of Burns Lake