

# NANTON



*TOWN OF NANTON*

Request for Proposal

## ***Managed IT Services***

Request for Proposal No. **2025-IT-001**

Issue date:  
*April 21, 2025*

Closing location:  
*Town of Nanton  
Town Office  
1907 21 Avenue (PO Box 609)  
Nanton, AB T0L 1R0*

*Attn: Clayton Gillespie, Corporate Services Manager*

Closing date and time:  
Proposals must be received by 4:00 p.m.  
May 16, 2025

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# Executive Summary

## 1. Summary of the Request

The Town of Nanton currently outsources the management of their IT infrastructure and applications to outside vendors. The Town is looking to ensure that the Town continues to receive a high quality service for a competitive price.

## Terminology and Administrative Requirements

### 2. Terminology

The following terms will apply to this Request for Proposal and to any subsequent Contract. The submission of a proposal in response to this Request for Proposal indicates acceptance of the following terminology.

- a) “Contract” means the written agreement resulting from this Request for Proposal executed by the *Town of Nanton* and the Contractor for the Service which will include the Term Sheet(s) and any additional terms and conditions attached thereto;
- b) “Contractor” means the Successful Proponent to this Request for Proposal who enters into a written Contract with the Town of Nanton;
- c) “must”, or “mandatory” means an essential prerequisite for a proposal to receive consideration;
- d) “Preferred Proponent” means the proponent selected by the *Town of Nanton* for proceeding to negotiation and execution of the Contract;
- e) “Service” means the supply of a full scope of IT management activities; planning, design, operate and control information technology.
- f) “Proponent” means a company that submits, or intends to submit, a proposal in response to this Request for Proposal;
- g) “Province” means Her Majesty the Queen in Right of the Province of Alberta and includes the Provincial Treasury;
- h) “Request for Proposal” or “RFP” means the invitation to Proponents to submit a proposal for the provision of the Project in accordance with requirements specified in this document;
- i) “should” or “desirable” means a requirement having a significant degree of importance to the objectives of the Request for Proposal;
- j) “Successful Proponent” means the Proponent, if any, with whom the *Town of Nanton* executes the Contract; and

- k) "Term Sheet" means a summary of the Project cost provided by a Proponent, prepared in accordance with this RFP as outlined in Appendix B.

### **3. Request for Proposal Process**

#### **3.1 Enquiries/Additional Information**

All enquiries related to this RFP are to be directed, in writing or e-mail, to the following person(s). Information obtained from any other source is not official and should not be relied upon. Enquiries and responses will be recorded and may be distributed to all Proponents at the *Town of Nanton's* option.

*Town of Nanton  
1907 21 Avenue  
Box 609  
Nanton, AB T0L 1R0*

**Contact Name: Clayton Gillespie**  
**Title: Corporate Services Manager, Town of Nanton**  
**Telephone: (403) 646-2029**  
**Fax: (403) 646-2653**  
**E-mail: [finance@nanton.ca](mailto:finance@nanton.ca)**

#### **3.2 Proponents' Meeting**

There is no scheduled proponent's meeting for this RFP.

#### **3.3 Closing Date**

Two complete copies of the proposal must be received by 4:00 PM, May 16, 2025 at:

*Town of Nanton  
1907 21 Avenue  
Box 609  
Nanton, AB T0L 1R0*

*Attention: Clayton Gillespie*

*Alternatively, proponents may submit their proposal by email to [finance@nanton.ca](mailto:finance@nanton.ca)*

Proposals and their envelopes should be clearly marked with the name and address of the Proponent, the RFP number, and the Project or program title.

### 3.4 Late Proposals

Late proposals will not be accepted.

### 3.5 Eligibility

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

### 3.6 Evaluation Committee

Evaluation of proposals will be conducted by the Corporate Services Manager and or their designate.

### Evaluation and Selection

The Corporate Services Manager will check proposals against the mandatory criteria. Proposals not meeting all mandatory criteria will be rejected without further consideration. Proposals that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria. The *Town of Nanton's* intent is to enter into a Contract with the Proponent who has the highest overall ranking with respect to the desirable criteria.

### 3.7 Negotiation Delay

If a written Contract cannot be negotiated within *ten* days of notification to the Preferred Proponent, or such earlier time as determined solely by the *Town of Nanton*, the *Town of Nanton* 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.

### 3.8 Estimated Time-Frames

The following timetable outlines the anticipated schedule for the RFP and contract process. The timing and the sequence of events resulting from this RFP may vary and shall be ultimately determined by the *Town of Nanton*.

Event	Anticipated Date
Request for Proposal is issued	April 21, 2025
Request for Proposal closes	May 16, 2025
Proposal evaluation completed	May 23, 2025
Preferred Proponent notified (in writing)	May 26, 2025

Contract is signed	May 28, 2025
Work commencement	June 2, 2025
Substantial completion	n/a

## **4. Proposal Preparation**

### **4.1 Signed Proposals**

The proposal must be signed by a person authorized to sign on behalf of the Proponent in order to bind the Proponent to statements made in response to this RFP. The Proponent should ensure its proposal includes a letter or statement(s) substantially similar in content to the sample provided in Appendix A.

### **4.2 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, subject to section 4.6.

A Proponent who has withdrawn a proposal may submit a new proposal prior to the closing, provided that such proposal is done in accordance with the terms and conditions of this RFP.

### **4.3 Changes to Proposal Wording**

The Proponent will not change the wording of its proposal after closing, as indicated in section 3.4 of this RFP, and no words or comments will be added to the proposal unless requested by the *Town of Nanton* for purposes of clarification.

### **4.4 Acceptance of Terms**

Unless specifically excluded in writing, all the terms and conditions of this RFP are accepted by the Proponent and incorporated in its proposal.

### **4.5 Proponents' Expenses**

Proponents are solely responsible for their own expenses in preparing and submitting a proposal and for subsequent negotiations with the *Town of Nanton*, if any. The *Town of Nanton* will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing and submitting the proposal, loss of anticipated profit in connection with any potential Contract, or any other matter whatsoever.

#### **4.6 Duration of Proposal**

All proposals submitted will be irrevocable for *30 days* after the closing date.

#### **4.7 Currency and Taxes**

Fees, rates and prices quoted are to be:

- a) Canadian dollars; and
- b) exclusive of Goods and Services Tax.

#### **4.8 Completeness of Proposal**

By submission of a proposal the Proponent warrants that, if this RFP requires a Proponent to design, create or provide a system or manage a program, all components required to run the system or manage the program have been identified in the proposal or will be provided by the Contractor at no charge.

### **5. Additional Terms**

#### **5.1 Sub-Contracting – Not Applicable**

#### **5.2 Acceptance of Proposals**

- a) This RFP should not be construed as an agreement to procure goods or services by the *Town of Nanton*. The *Town of Nanton* is not bound to enter into a Contract with the Proponent who submits the lowest priced proposal or with any Proponent. Proposals will be assessed in light of the evaluation criteria. The *Town of Nanton* will be under no obligation to receive further information, whether written or oral, from any Proponent.
- b) Neither acceptance of a proposal nor execution of a Contract will constitute authorization of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

### **5.3 Form of Contract**

By submission of a proposal, the Proponent agrees that, should it be identified as the Preferred Proponent, it is willing to enter into a contract with the *Town of Nanton* incorporating substantially all the provisions set out in the Term Sheet(s) including any terms and conditions attached thereto. Each Proponent should provide a copy of their standard form of contract and must be prepared to modify the terms of that form and other related documents to reflect the requirements of this RFP, its proposal and any changes agreed to through negotiations.

### **5.4 Liability for Errors**

While the *Town of Nanton* has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained herein is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the *Town of Nanton*, 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.

### **5.5 Modification of Terms**

The *Town of Nanton* reserves the right to modify the terms of this RFP at any time in its sole discretion. This includes the right to cancel this RFP at any time prior to entering into a Contract with the preferred Proponent.

### **5.6 Ownership of Proposals**

All documents, including proposals, submitted by Proponents in response to this RFP become the property of the *Town of Nanton*. They will be received and held in confidence, subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

### **5.7 Use of Request for Proposal**

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

### **5.8 Confidentiality of Information**

Information pertaining to the Town of Nanton obtained by the Proponent as a result of participation in this Project is confidential and must not be disclosed without written authorization from the *Town of Nanton*, as the case may be.

## 5.9 Liability

Notwithstanding any other provision of this Request for Proposal, it is expressly understood and agreed that the Town of Nanton will not and shall not under any circumstances whatsoever, including without limitation whether pursuant to contract, tort, statutory duty, law, equity or otherwise, and including but not limited to any actual or implied duty of fairness, be responsible or liable for any costs, expenses, claims, losses, damages or liabilities (collectively and individually "Claims") incurred or suffered by a Proponent as a result of, arising out of or related to the RFP, any error or omission in any part of the RFP, the preparation, negotiation, acceptance or rejection of any proposal, the rejection of any Proponent, the cancellation, suspension or termination of the RFP, or the postponement, suspension or cancellation of the Project, and further the Proponent hereby waives and releases the *Town of Nanton* from and against any and all such Claims.

Without limiting the generality of the foregoing, it is expressly understood and agreed that the Town of Nanton shall not be under any obligation whatsoever to enter into a Contract with a Proponent or anyone else and may cancel the RFP at any time for whatever reasons the *Town of Nanton* in its sole, absolute and unfettered discretion considers to be in its best interest.

## The Project and RFP Requirements

### 6. Overview

The Town of Nanton ("Town") is issuing this Request for Proposal (RFP) to solicit vendor proposals whom can provide Managed IT Services that will serve the current and projected needs of the Town.

The Town intends to seek the best solution, based on the evaluation criteria contained in this RFP. The successful vendor will seek to establish a turnkey, integrated hardware/software environment for the Town, which will satisfy the specifications contained in this RFP, bringing to bear whatever vendor resources are required from the areas of computer systems hardware, software, technical training, conversion, maintenance and services support.

The Town's existing IT systems are hosted in the Microsoft Azure Cloud. The Town subscribes to Microsoft 365 business and users have access via Windows virtual desktop services. Antivirus cloudcare, hosted backup, firewall as-a-service and email protection services are also utilized. The following list outlines existing hardware, and software. The list may not be all-inclusive:

- 20 desktop computers
- 8 laptops

- 2 photocopiers
- 2 printers
- 12 switches
- 12 radios
- 5 routers
- 19 access points
- Microsoft Dynamics (GP) – this is the Town’s main accounting program

## **7. Project Scope, Objectives and Requirements**

### **7.1 Project Scope, Budget and Time-Frames**

The Town of Nanton requires provision of the full scope of IT Services for a one year period with the opportunity to renew for a further two years.

### **7.2 Objectives of this RFP**

As part of this RFP, the Town is seeking a vendor that will provide the following services:

- A. **Help Desk Support** - The vendor should offer superior services Monday to Friday with weekend and holiday availability if required utilizing industry best practice processes and procedures. Support may be offered over the telephone, on-line and on-site when required.
- B. **Server and Network System Monitoring** – The vendor must provide 24x7 monitoring of the Town’s servers and network systems with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- C. **Patch Management Services and Preventive Maintenance** – The vendor must provide management of critical security and system patches to all servers and systems on the network to ensure the Town’s IT systems and resources are properly managed and maintained.
- D. **Business Continuity and Disaster Recovery** – The vendor must be able to support the Town’s ability to recover based on the recovery time and objective agreed upon. In addition, backup and redundancy should be used to support this need.
- E. **Remote Backups as required**
- F. **Email System Management/security**
- G. **Antivirus, Antispam, Antispyware Protection** – The Town is looking for security solutions including phishing, malware, spam and viruses.
- H. **Vendor Coordination** - the vendor should be able to manage other vendors which may be contracted by the Town for services and the vendor may be required to coordinate services on behalf of the Town.

- I. **Software Licensing Control** – the vendor will provide oversight of automatic renewal of necessary software licenses and applications required to meet the specifications of the RFP and shall provide access to the Town.
- J. **Procurement Assistance** – The vendor should be able to assist the Town with sourcing and selection of new equipment, repair and replacement parts, and tracking and returning of products and equipment.
- K. **Desktop and Laptop Support** – the vendor should include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning of new equipment as needed.
- L. **Printers, Copiers and Scanners** -The vendor must be able to support existing printers, copiers and scanner related network-printing issues.
- M. **Desktop Software Standardization and Software Licensing and Upgrades** – the vendor should have a process for identifying standardization and ensuring that staff are using current products as well as current OS and browser versions.
- N. **Lifecycle Management of Hardware Units** – The vendor should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
- O. **Break Fixes and Installation** – The vendor should offer planned and on-call break/fix services, including emergency response to server issues. The budget section should highlight the variants in the pricing.
- P. **Reporting** – The vendor should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- Q. **IT Policy Review and Development** – The vendor should be able to assist in the development of customized policies related to the use of technology.
- R. **Scalability** – The vendor should be able to offer a model where scaling up or down from a systems and cost perspective is simple and nimble.
- S. **Onboarding and Offboarding Staff** - The vendor should have a process and procedure in place to onboard or offboard team members in a timely and efficient manner.
- T. **Vulnerability Testing** - The vendor should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of the Town's business network.
- U. **Compliance** – The vendor must use systems that comply with industry standards, best practices and procedures.
- V. **End-User Security Awareness Training** – The vendor should highlight any training programs offered in house or externally offered for team members to further secure the Town's systems.
- W. **On-site visits** – the vendor should include in their pricing a regularly scheduled on-site visit to perform needed maintenance and to attend to user specific issues.

### 7.3 Mandatory Criteria

The following are mandatory requirements. Proposals not clearly demonstrating that they meet them will receive no further consideration during the evaluation process.

Criteria	
a)	The proposal must be received at the closing location by the specified closing date and time, as per section 3.3 of the RFP.
b)	Proposal (not including backup material or appendices) is a <b>MAXIMUM</b> of 10 pages
c)	Two copies of the proposal must be submitted ( <i>email is acceptable</i> )
d)	The proposal is formally signed, authorized and binding on the Proponent.
e)	Confirmation of eligibility and no conflict of interest
f)	Acceptability of Form of Contract as per section 5.3 of the RFP.

### 7.4 Desirable Criteria

The Town of Nanton will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated, along with their overall weighting.

Proposals meeting the mandatory requirements will be further assessed against the following set or subset of desirable criteria as applicable.		Maximum score attainable
Criterion		
<i>Industry expertise and experience</i>		25
<i>Demonstrated customer service quality and support</i>		20
<i>References</i>		10
<i>Understanding of needs</i>		10
<i>Financial considerations</i>		35

## **8. Proponent Response**

In order to receive full consideration during evaluation, proposals should include the following:

### **8.1 To Meet Mandatory Criteria**

Proposals must meet the mandatory criteria presented in Section 7.3. Proposals meeting the mandatory requirements will be further assessed against the desirable criteria presented in Section 7.4 as follows:

### **8.2 To Meet Desirable Criteria**

- a) Proposals will be evaluated based on Proponents' abilities and experience as presented in the proposal. Proponents should demonstrate how their proposal meets the desirable criteria set out in Section 7.4 of this RFP. Proponents should clearly identify the following in their proposal and their Term Sheet(s):

#### **General**

*Provide a profile of your company, including background and history, size, locations, certifications, credentials, etc. Please provide details of your company's practices for staying current on regulations, legislation, certifications, and compliance.*

*Provide references of similar sized or larger agencies that proponent is currently managing or has managed.*

#### **Security**

*Describe your strategy for securing your clients data. Include your company's policies as well as any security certificates that you possess.*

#### **Client Relationship Management**

*How will you manage the customer relationship with the Town?*

- Describe how will you propose changes in technicians assigned to the contract and seek approval to such changes from the Town.*
- Describe your training program*
- Describe all support staff that would be expected to serve Town of Nanton, including executive, project, and account staff*
- Describe the responsibilities of each individual proposed to be assigned to the Town's account*
- Describe how you would report to Town contact(s) about status of systems, elicit needs of users, needs for change, etc.*

## **Service Levels**

*What level of service will be provided and how will it be maintained?*

- *Describe your work order/trouble ticket system*
- *Describe availability of key staff during normal business hours*
- *Describe how staff is available 24/7*
- *Provide your guaranteed response time for issues dependent upon severity and time of day*
- *Provide your average response time for afterhours issues*
- *How are scheduled down times determined; how communicated?*
- *How do you propose that the service level agreement be enforced?*
- *Describe your communication strategy for keeping clients informed of system conditions and changes.*
- *Describe how you would assist Town of Nanton's elected officials and top management strategically plan to ensure that the Town's IT system retains its usefulness, viability, compatibility, and dependability.*
- *Describe your plans for disaster recovery.*
- *Describe how major software upgrades would be applied and what upgrades would require additional fees.*

## **Monitoring**

*Describe your monitoring tools and strategies to monitor and insure the stability of the computing environment in Town of Nanton. How these monitoring results would be communicated to Town of Nanton.*

## **Documentation and Records**

- *Describe how you would document and record maintenance, installation, performance, and changes to the system.*
- *Describe the documentation that you would make available to Town of Nanton at the end of the contract period.*

b) Quotes and fees presented in the proposals will be evaluated. Proponents should provide full details as follows:

- *Material, equipment and labour costs*
- *An hourly rate for out of scope work*
- *The amount of ancillary fees, if any (Commitment fee, legal, administration, annual inflationary increases, etc)*

## 9. Proposal Format

The following format and sequence should be followed in order to provide consistency in proposals and ensure each proposal receives full consideration. All pages should be consecutively numbered.

- a) Proposal covering letter. Please use sample provided in Appendix A. An authorized officer of the Proponent must sign this letter.
- b) Title Page including the name of the Request for Proposal, closing date and time and Proponent's name, address, and contact person.
- c) Table of contents including page numbers **TO A MAXIMUM OF 10 PAGES NOT INCLUDING ANY APPENDICES OR ADDITIONAL REFERENCE MATERIALS.**
- d) A short (one or two page) summary of the key features of the proposal.
- e) The Proponent's proposal detailing the Proponent's response to this Request for Proposal. The proposal must include the Proponent's Term Sheet, which shall be binding on the Proponent.
- f) A list of contact names and their telephone numbers in case further clarification is required.
- g) Appendices, including documents and information that the Proponent wishes to submit as part of its proposal such as annual reports, financial statements and reference materials.

# Appendix A Proposal Covering Letter

Letterhead or Proponent's name and address

Date

Town of Nanton  
1907 21 Avenue  
Box 609  
Nanton, AB T0L 1R0

Attention: Clayton Gillespie

Dear Sir/Madam

Subject: **{Request for Proposal name  
Request for Proposal number  
List any amendment nos. and dates}**

The enclosed proposal is submitted in response to the above-referenced Request for Proposal. Unless specifically excluded in writing, through submission of this proposal we agree to all of the terms and conditions of the Request for Proposal.

We have carefully read and examined the Request for Proposal and have conducted such other investigations as were prudent and reasonable in preparing the proposal. We agree to be bound by statements and representations made in this proposal and to any agreement resulting from the proposal.

Yours truly

\_\_\_\_\_  
**signature**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Legal name of Proponent: \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

**Appendix B** Term Sheet

*Project Issuer:* Town of Nanton  
1907 21 Avenue  
Box 609  
Nanton, AB T0L 1R0

*Company* Legal name of the Proponent

*Amount:* \$(total amount of quote)

*Intended  
Start date:* yyyy-mm-dd

*Expected end date:* yyyy-mm-dd

*Quote Detail:*

*Equipment:* List equipment intended to be used and cost

*Materials:* List materials, quantities, and cost

*Labour:* List labour rates, expected quantity per category, and cost

*Signed by:* \_\_\_\_\_  
an authorized officer of the proponent

