

## Request for Proposal (RFP) for Managed IT Services

### Introduction

**Company Name:** COOPERATION CANADA

**RFP Title:** Managed IT Services

**RFP Issue Date:** May 13, 2024

**RFP Due Date:** May 24, 2024

### Contact Information:

Name: Emre Eksi

Title: Director of Finance and Operations

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### Background

Since 1968, Cooperation Canada, has brought together civil society organizations working in the international development and humanitarian sector. We advocate for these groups by convening sector leaders, influencing policy, and building capacity. Together, we work with partners both inside and outside Canada to build a world that's fair, safe, and sustainable for all.

Cooperation Canada is a registered charity with 25 employees based in Ottawa. Cooperation Canada uses Microsoft Office Suite (MS Teams, SharePoint, and Office products). Cooperation Canada has an internet infrastructure with two access points and cloud-based servers.

### Objectives

We are seeking a qualified Managed IT Services provider to deliver comprehensive IT support and management to ensure the smooth and efficient operation of our IT infrastructure. Our goal is to enhance productivity, security, and reliability.

### Scope of Work

#### 1. IT Support and Helpdesk Services

- 24/7 Helpdesk support for all employees
- On-site support as needed
- Remote support capabilities
- Response and resolution time SLAs (Service Level Agreements)

#### 2. Network Management

- Monitoring and maintenance of network infrastructure
- Network security management (firewalls, VPNs, etc.)
- Regular network performance assessments

#### 3. Server and Workstation Management

- Monitoring and maintenance of servers and workstations
- Patch management and updates
- Backup and disaster recovery solutions

#### 4. Cybersecurity Services

- Proactive security monitoring

- Regular security assessments and vulnerability testing
- Implementation of security policies and procedures
- Security awareness trainings

#### **5. Cloud Services**

- Management and support of cloud-based solutions (e.g., Office 365, cloud storage)
- Assistance with cloud migration if necessary

#### **6. IT Consulting and Strategy**

- IT infrastructure assessments and recommendations
- Technology roadmap development
- Budgeting and planning for IT expenses (Optional)

#### **7. Other Services**

- Software licensing management
- Employee training and support

### **Requirements for Proposal**

#### **1. Company Information**

- Company overview and history
- Relevant experience and expertise
- References from similar clients

#### **2. Service Delivery Approach**

- Description of your service delivery model
- Details on how you will meet our specific needs
- Explanation of your helpdesk and support procedures

#### **3. Staffing and Resources**

- Information about your support team (qualifications, experience)
- Details on staff training and development

#### **4. Pricing**

- Detailed pricing structure (e.g., fixed monthly fee, per-user pricing, additional charges)
- Clear breakdown of what is included in the pricing

#### **5. Service Level Agreements (SLAs)**

- Proposed SLAs for response times, resolution times, uptime guarantees, etc.
- Penalties for not meeting SLAs

#### **6. Security Measures**

- Overview of your cybersecurity practices and protocols
- Compliance with relevant regulations and standards

#### **7. Inclusion, Fair Labour and Environmental Considerations (Max 1 page)**

#### **8. Additional Information**

- Any additional services or benefits you can offer
- Case studies or success stories from other clients

### **Evaluation Criteria**

Proposals will be evaluated based on the following criteria:

- Technical expertise and experience (15%)
- Quality and comprehensiveness of the service delivery approach (25%)
- Cost-effectiveness (25%)

- References and past performance (15%)
- Alignment with our company's needs and values (20%)

Cooperation Canada is committed to diversity, equity, inclusion and anti-racism. Our procurement processes include providing equitable opportunities for vendors of all sizes and backgrounds, including Black, Indigenous, and people of colour (BIPOC)-owned vendors, to be successful in a procurement process. We recognize that including inclusive procurement considerations can help reduce unnecessary barriers for diverse vendors when bidding on opportunities.

Inclusion, environmental considerations and fair labour practices will inform the selection process. All proposals should provide a short indication of how these elements are addressed.

### **Proposal Submission**

Proposals must be submitted by May 26, 2024 to:

- [EEKSI@COOPERATION.CA](mailto:EEKSI@COOPERATION.CA)

Please format your proposal as follows:

- Executive Summary
- Detailed Response to Scope of Work
- Company Information and References
- Pricing
- SLAs
- Additional Information

### **Questions and Clarifications**

Any questions regarding this RFP should be directed to:

- Name: EMRE EKSI
- Email: [EEKSI@COOPERATION.CA](mailto:EEKSI@COOPERATION.CA)

### **Conclusion**

We look forward to receiving your proposal and exploring a potential partnership to enhance our IT services.

**EMRE EKSI**  
**DIRECTOR OF FINANCE AND OPERATIONS**  
**COOPERATION CANADA**  
[WWW.COOPERATION.CA](http://WWW.COOPERATION.CA)