



**TOWNSHIP OF WHITE RIVER  
REQUEST FOR PROPOSALS (RFP)**

**Information and Technology Review**

**ISSUE DATE:  
May 12, 2022**

## **OVERVIEW**

The Township of White River (“Township”) is seeking proposals from qualified professional consulting firms to provide an information and technology review to ensure optimal performance, efficiency and maximized uptime of equipment and software of the Corporation of the Township of White River.

In this Request for Proposal (“RFP”), entities that submit Proposals are referred to as “Proponents” and the entity that is selected in accordance with this RFP is referred to as the “Successful Proponent”.

## **CLOSING DATE AND TIME**

The Township will accept receipt of written Proposals until **Friday, June 17, 2022 at 2:00 p.m.** local time.

Notwithstanding any other provision of this RFP, this RFP is not an offer to enter into either a bidding contract (often referred to as “Contract A”) or a contract to carry out the Contract (often referred to as “Contract B”). Neither this RFP nor the submission of a Proposal by a Proponent shall create any contractual rights or obligations whatsoever on either the Proponent or the Township, nor shall it create any legal rights or duties applied to a formal “Contract A” bidding procurement process. No legal relationship or obligation regarding the procurement of any good or service shall be created between the Proponent and the Township until the successful negotiation and execution of a written contract with the Successful Proponent.

## **CLOSING LOCATION**

102 Durham Street, White River, ON P0M 3G0

**\*\*PLEASE NOTE, THE ONLY COURIER SERVING WHITE RIVER DAILY IS PUROLATOR COURIER\*\*. CANADA POST IS ALSO DAILY.**

## **CONTACT INFORMATION**

Julie Roy Ward, CAO/Clerk/Treasurer  
Township of White River  
P.O. Box 307, 102 Durham St.  
White River, Ontario P0M 3G0  
Phone: (807) 822-2450 x. 206  
Fax: (807) 822- 2719  
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## **PART” A”**

### **1. INTRODUCTION AND BACKGROUND**

The Township of White River (“Township”) is seeking proposals from qualified professional consulting firms to provide an Information and Technology (“I.T.”) Review to ensure optimal performance, efficiency and maximized uptime of equipment and software of the Corporation of the Township of White River.

Located in the Algoma District on Highway 17 roughly halfway between Sault Ste. Marie and Thunder Bay, the Township of White River is a small, rural community with a population of approximately 900 people. Governed by a Mayor and four (4) Councillors, the birthplace of Winnie the Pooh, is a single-tier community responsible for providing a wide range of services and programs, both mandatory and discretionary. Things such as policing and social services are outside the scope of the project as they are provided for regionally or provincially. The Fire Department, funded through the Township, is comprised of “volunteer” positions. This leaves basic services such as roads, water & wastewater (contracted to the Ontario Clean Water Agency), recreation, library, cemetery, landfill and the like, the responsibility of the Township.

The Township is seeking proposals from a third party service provider, herein referred to as the Proponent, to provide professional consulting services as described in this document. The Township seeks a contract to provide a review of our current I.T. service level related to equipment/hardware, software and day to day support including all aspects of day to day I.T. operations, with the goal determining current hardware, software and service levels to find added value and increase efficiency.

### **2. SCOPE OF WORK**

2.1 The Proponent will be responsible for providing a high-level assessment of the Township’s information and technology investigating and making recommendations on the following:

- Existing infrastructure inventory (Hardware, Software and Service Level);
- Infrastructure needed to meet company objectives;
- Required additions or changes;
- Comparisons of alternatives;
- Strategic and tactical recommendations.
  - Recommendations for each process, skill, and technology area with a suggested plan that takes into account COVID-19, improved safety protocols, including improving work from home measures.
  - Estimated cost and implementation time for each recommendation and alternative.

2.2 The Proponent shall undertake the following:

- a) Conduct an infrastructure review and assessment of existing hardware and software, including identifying current efficiencies and future needs against continually evolving software application requirements;
- b) Develop a plan to upgrade outdated IT infrastructure, including outdated hardware and software; Develop a plan to modernize council chambers by creating video conferencing capabilities and improve processes for data management, including a backup strategy; and
- c) Develop a plan to implement data safety and security to address cyber security issues, improve data management processes to respond to cyber-attacks and upgrade cyber security/malware software.
- d) Compile the Findings and recommendations in a Report to be submitted and presented to the Township of White River.

\*\*Such Assessment must be made while taking into consideration the Community Strategic Plan, the Township's current planning initiatives and the trends related to downloading of services and required reporting.

- 2.3 The report will summarize the Proponent's findings and identify specific actionable recommendations based on the analysis and findings that aim to identify cost savings and improved efficiencies. The report will include detailed explanations and calculations of identified potential quantifiable efficiencies and/or cost savings.
- 2.4 The recommended strategies and implementation plans provided must be fiscally responsible and mindful of the resource and staffing capacity limitations of the Township.

**3. TIMELINE**

RFP Released: May 12, 2022  
RFP Submission Deadline: June 17, 2022  
Council Approval Selected Proponent: July 13, 2022  
Project Kick Off: July 19 2022  
Summary Presentation to Council: August 10, 2022  
Final Documentation: August 19<sup>th</sup>, 2022.

**4. INSURANCE AND INDEMNIFICATION**

The Successful Proponent shall, at its own expense, obtain and maintain until the termination of the contract and provide the Township with evidence of:

- Comprehensive general liability insurance on an occurrence basis for an amount not

less than Two Million (\$2,000,000.) dollars and shall include the Township as an “Additional Insured” with respect to the Proponent’s operations, acts and omissions relating to its obligations under this Agreement, such policy to include personal injury, broad form property damage, contractual liability, owners’ and contractors’ protective, products and completed operations, contingent employers liability, cross-liability and severability of interest clauses;

- WSIB Registration and coverage in accordance with the applicable regulatory requirements for the Successful Proponent and any worker that may be dispatched to undertake work on Township property, appropriate to the type and quantity of work proposed to be provided – see below for specific proof requirements.

The Successful Proponent shall not commence work until such time as evidence of insurance has been filed with, and approved by, the CAO/Clerk/Treasurer. The Successful Proponent shall further provide that evidence of the continuance of said insurance is filed at each policy renewal date for the duration of the contract.

The Successful Proponent shall indemnify the Township, its Councillors, employees, and/or agents from all damage, damages, losses, costs, claims, demands, actions, suits, or proceedings which may arise, directly or indirectly, as a result of the negligent, or wrongful acts, or omissions, of the Successful Proponent, its employees and/or agents in the performance, or purported performance, of any of its obligations under the Contract, whether or not such claims are initiated by third parties or arise between the parties.

## 5. **SAFETY**

The Successful Proponent shall comply with Provincial and local statutes; in particular, the Occupational Health & Safety Act and Regulations.

## 6. **CONFIDENTIALITY**

Information for this RFP is collected under the authority of the *Municipal Freedom of Information and Protection of Privacy Act* (the “Act”) and is subject to the Act. RFP documents (including all attachments and appendices) may not be used for any purpose other than the submission of a proposal. By submitting a proposal, the proponent agrees to public disclosure of its contents subject to the provisions in relation to the Municipal Freedom of Information and Protection of Privacy Act. Anything in the submission that the Proponent considers to be “personal information” or “confidential information” of a propriety nature should be marked confidential and will be subject to appropriate consideration of the Municipal Freedom of Information and Protection of Privacy Act as noted above.

## **PART B**

### **1. INFORMATION TO PROPONENTS**

Proposals received by the Township later than the specified closing time will be returned unopened to the Proponent.

A Proponent who has submitted a Proposal may submit a further Proposal at any time up to the official closing time. The last Proposal received shall supersede and invalidate all Proposals previously submitted by that Proponent as it applies to this RFP.

A Proponent may withdraw a submitted Proposal at any time up to the official closing time by a letter bearing a signature and/or seal as in the original Proposal. Withdrawal requests received after the closing time will not be permitted.

In the event that only one Proposal is received at time of closing, the CAO/Clerk/Treasurer will either open or reject the Proposal. A rejected Proposal will be returned unopened to the Proponent. A decision to reissue the RFP will be made by Council.

Proposals are irrevocable for a period of sixty (60) days from date of RFP closing date.

The acceptance and award of the Contract and execution of an agreement or contract may be subject to approval by the Council of the Township of White River.

Questions on any part of this RFP must be referred to Julie Roy-Ward, CAO/Clerk/Treasurer.

The services of the Successful Proponent shall be performed to the satisfaction of the Township according to the details and Scope of Work as outlined in the Request for Proposals and for the amount agreed upon by the Parties. No additional monies shall be paid to the Successful Proponent for any additional work for which prior authorization has not been given in writing.

All documents generated through this project, electronic or otherwise, are the property of the Township of White River.

## **2. INSTRUCTION FOR PROPONENTS**

### **a. REQUIREMENTS AT TIME OF CLOSING**

A complete Proposal shall include the following documents:

- Schedule “A” - RFP Information
- Schedule “B” - References
- Schedule “C” - Letter of Acknowledgement

Method of Submission: Hard copy or Electronic (PDF) submissions titled “Information and Technology Review” submitted on or before June 17<sup>th</sup>, 2020 at 2:00 pm.

Your proposal should include a demonstrable understanding of the scope and of the assignment. It is recommended that your submission not exceed twenty (20) single sided, letter size pages, minimum 11-point font, including spreadsheets, Gantt charts, tables, etc. which can be submitted in 11”x17” format, each counting for one (1) page. Pages over the twenty (20) page limit will not be considered.

All expenses incurred in the preparation and submission of the RFP are entirely the responsibility of the Proponent.

It is the Proponent’s responsibility to ensure that their submission is complete and is delivered to the Municipality by the date and time indicated. Proposals submitted after the above noted time will not be considered.

### **b. REQUIREMENTS AT TIME OF EXECUTION**

Subject to an award of the Contract, the Successful Proponent is required to submit the following documentation in a form satisfactory to the Township for execution within ten (10) working days after being notified to do so in writing:

- **Certificate of Insurance**
- **W.S.I.B. Clearance Certificate**

If the Successful Proponent for any reason, defaults or fails in any matter or thing referred to under “Requirements at Time of Execution”, the Township reserves the right to accept any other Proposal, cancel this RFP and issue a new RFP, or carry out the work in any way as the Township may, at its sole discretion, deem best.

### **c. CONTACT PERSON**

Additional information or clarification of any of the instructions or information contained herein may be obtained from Julie Roy-Ward, CAO/Treasurer, by email at [cao@whiteriver.ca](mailto:cao@whiteriver.ca).



**d. TAXES**

All prices indicated in Proposals shall be quoted in Canadian Dollars. Harmonized Sales Tax (HST) must be shown separately from the price submitted in the Proponent's Proposal.

**e. SUBMISSION CONDITIONS**

1. The firm must be registered to conduct business in Ontario.
2. No payment will be provided for the preparation and submission of Proposals.
3. Final selection will be based upon an assessment of the merits of the Proposals submitted.
4. The Township of White River reserves the right to refuse the lowest or any proposal.
5. Should a Proponent find discrepancies or omissions from the RFP prior to the closing date, the Township of White River is to be contacted by email as soon as possible.

**f. EVALUATION CRITERIA**

1.1. Understanding of Major Issues and Objectives (25 points)

Describe your understanding of the assignment, including overall scope and objectives, noting any specific issues that may require extraordinary attention. NOTE: Responses that incorporate large blocks of text that have been copied directly from the RFP, or its supporting documents, will not be regarded as demonstrating an understanding of the requirements.

1.2. Experience, Qualifications and Availability of Team Members (25 points)

Provide a brief corporate profile. Identify the Project Principal, Project Manager and key team members of the project team. Indicate the years of experience and working location in Ontario of the Proponent's Project Manager and key personnel. The role(s) of each team member should be clearly stated, along with their individual capabilities, qualifications, and experience, as these qualities relate to the stated role.

1.3. Approach and Methodology (25 points)

Describe a clear work plan and schedule, using a Gantt chart and associated effort table, including a breakdown of the major tasks, dependencies, and the level of effort (in hours) of the individual team members, in sufficient detail to allow a complete understanding as to how and by whom the work is to be carried out.

1.4. Financial Proposal (25 points)

The proponent(s) with the lowest total fixed price (excluding HST) will receive 25 points. Other proponents will receive pro-rated points according to the following formula: Proponent Grade = [Lowest Total Fixed Price/Proponents Total Fixed Price] x 25 points

**SCHEDULES**

**SCHEDULE “A” – RFP INFORMATION**

<b>We the representatives of the Company listed below having examined and read the proposal documents for the Information and Technology Review as issued by the Corporation of the Township of White River do hereby bid and agree to provide the services/products in accordance with the Proposal/RFP.</b>
COMPANY:
Address:
Phone No.:
Fax No.:
Email:
Contact Person:
On behalf of the <b>COMPANY (signature of Authorized Person):</b>
Owner:
Position:
Dated:
Proposal Received on behalf of the <b>TOWNSHIP OF WHITE RIVER</b>
Julie Roy-Ward, CAO/Clerk/Treasurer

**SCHEDULE "B"- REFERENCES**

**Reference # 1**

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	

**Reference # 2**

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	

**Reference # 3**

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	

**SCHEDULE “C” - RFP LETTER OF ACKNOWLEDGEMENT**

I/We the undersigned have read the RFP documents and schedules and submit our firm Proposal to conduct a Comprehensive Service Delivery Review including Organizational & Compensation Review for the Township of White River and submit a final report by INFO, 2022.

	<b>AMOUNT</b>	<b>HST</b>	<b>TOTAL</b>
<b>Study Cost</b>	\$	\$	\$
<b>Meals, Travel &amp; Disbursements</b>	\$	\$	\$
<b>Taxes</b>	\$	\$	\$
<b>TOTAL AMOUNT</b>	\$	\$	\$
<b>Liability Insurance:</b> Company: Policy Number: Coverage Amount: \$			

## RFP EVALUATION CRITERIA

The Proponent’s Proposal will be evaluated based in the Proponent’s ability to demonstrate compliance with the following criteria as a benchmark:

	<b>CRITERIA</b>
25 Points	<p><i>Understanding of Major Issues and Objectives (25 points)</i></p> <p>Describe your understanding of the assignment, including overall scope and objectives, noting any specific issues that may require extraordinary attention. NOTE: Responses that incorporate large blocks of text that have been copied directly from the RFP, or its supporting documents, will not be regarded as demonstrating an understanding of the requirements.</p>
25 Points	<p>Experience, Qualifications and Availability of Team Members (25 points)</p> <p>Provide a brief corporate profile. Identify the Project Principal, Project Manager and key team members of the project team to be employed. Indicate the years of experience and working location in Ontario of the Proponent’s Project Manager and key personnel. The role(s) of each team member should be clearly stated, along with their individual capabilities, qualifications, and experience, as these qualities relate to the stated role.</p>
25 Points	<p>Approach and Methodology (25 points)</p> <p>Describe a clear work plan and schedule, using a Gantt chart and associated effort table, including a breakdown of the major tasks, dependencies, and the level of effort (in hours) of the individual team members, in sufficient detail to allow a complete understanding as to how and by whom the work is to be carried out</p>
25 Points	<p>Financial Proposal (25 points)</p> <p>The proponent(s) with the lowest total fixed price (excluding HST) will receive 25 points. Other proponents will receive pro-rated points according to the following formula:</p> <p>Proponent Grade = [Lowest Total Fixed Price/Proponents Total Fixed Price] x 25 points</p>
<b>100 Points</b>	<b>TOTAL</b>