

REQUEST FOR PROPOSAL

Provision of Information Technology (IT) Services for the Canadian Association of Midwives (CAM)/Association canadienne des sages-femmes (ACSF)

The Canadian Association of Midwives/Association canadienne des sages-femmes (CAM/ACSF) invites you to submit a proposal in accordance with the requirements of the following solicitation. Proposals must be received by CAM/ACSF no later than the due date indicated in the table below.

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| Issue Date: | November 16, 2018 |
| Proposal Due Date: | January 7, 2019 |
| Written questions and proposals should be submitted via email to: | Julia Bassili, Manager, Administration & Logistics Email: jbassili@canadianmidwives.org Subject: "IT Services" |

SECTION I – BACKGROUND AND OBJECTIVE

The Canadian Association of Midwives (CAM) is the national organization representing midwives and the profession of midwifery in Canada. CAM supports the National Aboriginal Council of Midwives (NACM) as the voice of Aboriginal midwifery. The mission of CAM is to provide leadership and advocacy for midwifery throughout Canada as an autonomous, self-regulated, publicly funded and vital part of primary maternal and newborn care. CAM promotes the development of the profession in the public interest and contributes the midwifery perspective to the national health policy agenda.

The vision of the Canadian Association of Midwives is that midwifery is fundamental to maternal and newborn health services, and that everyone in Canada will have access to a midwife's care for themselves and their baby. For more information, visit: www.canadianmidwives.org and www.cam-global.org.

The Canadian Association of Midwives/Association canadienne de sages-femmes (CAM/ACSF) is issuing a Request for Proposals (RFP) for IT Services. CAM/ACSF is hiring an external company to provide complete IT services for its staff.

SECTION II – OVERVIEW AND SCOPE OF WORK

RFP Date: November 16, 2018

RFP Title: IT Services for the Canadian Association of Midwives.

RFP Issued By: Canadian Association of Midwives/Association canadienne de sages-femmes (CAM/ACSF)

Questions regarding the RFP:

Questions related to the RFP must be submitted in writing to jbassili@canadianmidwives.org no later than January 7, 2019.

Language of Proposals:

The technical and cost proposals may be in English or French languages.

Instructions for Submission of Proposals:

In order to be considered, an electronic copy of the proposal must be submitted by January 7, 2019 at 5:00 pm EDT to jbassili@canadianmidwives.org. Please include subject line: "IT Services".

Interview Process:

Following receipt of qualified proposals, CAM/ACSF reserves the right to interview all bidders.

Award:

The successful bidder will be awarded a contract for the provision of IT services for staff of the Canadian Association of Midwives/Association canadienne des sages-femmes. CAM/ACSF will select the successful bidder based on the qualifications and experience and fee for service.

Issuance of this request for proposals does not constitute an award commitment on the part of CAM/ACSF nor does it commit CAM/ACSF to pay for costs incurred by the bidders for the preparation and submission of a proposal.

SCOPE OF WORK

The Canadian Association of Midwives (CAM) requires IT services for its staff of 20 employees. Most staff work from CAM's head office in Montreal, Quebec, but remote support is also required for two field staff located overseas. CAM operates Monday to Friday, 8:30 am until 5:00 pm and requires support during these hours. Additional emergency services may be required off-hours. CAM operates Dell PCs (laptops and desktops), with Windows 7 and 10.

CAM's hardware and software is purchased and maintained by the Manager, Administration & Logistics, who will be the main point of contact for all IT services.

Specific Requirements:

1. *Technical Support:* Reliable, easily accessible remote support help desk for user support with hardware and software issues, including Sage 50, and cloud service issues, including Office 365, SharePoint and OneDrive.
2. *Response Time:* Respond to requests same-day, within a 2-hour window for requests of an urgent nature.
3. *Network, Firewall and Domain Support:* Support and maintain CAM's network and firewall. Migrate CAM to a server, if required. Make scheduled changes as requested by the Manager, Administration & Logistics to CAM's domains.
4. *Maintenance:* Regular, preventative maintenance of CAM's hardware and network, with reporting on the physical health and system performance of the computers in CAM's inventory. Schedule update installations.
5. *Backups:* Develop and support a system to backup CAM's file library from Office 365.
6. *Managed Anti-virus:* Monitor and maintain CAM's anti-virus software, scheduling updates and scans as required.
7. *Technical Advice:* Provide technical advice to the Manager, Administration & Logistics in the procurement of hardware and software, and other areas as required.

Special Considerations:

- CAM employees two (2) staff who are located overseas (South Sudan and Haiti). The employees must be able to continue accessing CAM's files in SharePoint.
- Members of CAM's Global team travel overseas often and must continue accessing CAM's files in SharePoint.
- The Canadian Association of Midwives sub-contracts its Xerox printer to two additional organizations located nearby. The two additional organizations will need to continue accessing CAM's networks in a secure manner.

Dates of Service:

CAM/ACSF requires IT services year-round.

SECTION III – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

A. IT Services Proposal

Offerors' IT Services Proposal shall include the following:

1. **Narrative:** Offerors shall submit a complete narrative and/or supporting materials addressing all benefits provided under their IT Services Package and their capabilities to perform the scope of work.
2. **Cost Proposal** - The cost proposal should include details on what is covered under the contract, and which services would be at an additional cost. Please specify if any discounts or non-profit rates are being offered. If your company has a pricing chart, please attach it.

B. Questions

Questions regarding this RFP may be submitted in writing via e-mail no later than January 7, 2019. Questions shall be submitted to: jbassili@canadianmidwives.org.

C. Submission of Offers

Proposals must be received no later than January 7, 2019.

Proposals shall be submitted via email to: jbassili@canadianmidwives.org. Subject: IT Services

SECTION IV – EVALUATION CRITERIA

A. General Information

CAM/ACSF intends to evaluate proposals in accordance with the following criteria and select offeror(s) whose proposal(s) best fit the evaluation criteria.

B. Evaluation Criteria

Award will be made to the offeror whose proposal, according to the RFP, is determined to offer the best value for money to CAM/ACSF. Offers will be evaluated based on the following criteria:

1. Content of the IT Service Proposal,
2. Past performance/references,
3. Overall Price (value for money).

Factors are listed in order of importance. At all times, CAM/ACSF will consider the best value for money.

C. Non-Profit Pricing

CAM/ACSF is a non-profit organization. Offerors should provide any and all discounts available to CAM/ACSF based on its status as a non-profit organization.