

# REQUEST FOR PROPOSALS

## IT Infrastructure Upgrade

Vancouver, BC



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## Request for Proposal

**RFP Issue Date:** January 20<sup>th</sup>, 2015  
**Deadline for Questions:** 4:00 p.m. January 26<sup>th</sup>, 2015  
**Submission Deadline:** 4:00 p.m. January 30<sup>th</sup>, 2015  
**Submissions to:** Amanda King at [amanda\\_king@atira.bc.ca](mailto:amanda_king@atira.bc.ca)

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## 1.0 INTRODUCTION

Atira Women's Resource (AWRS) & Atira Property Management Inc. (APMI) request interested and qualified firms to submit offers in response to this RFP seeking an upgrade to our existing IT Infrastructure.

AWRS & APMI are currently in the midst of a growth and upgrade cycle; migrating Windows XP and Vista workstations to Windows 7, and migrating e-mail and collaboration services to Office 365 Online.. This RFP seeks proponents who are committed to proactively partnering with AWRS & APMI to ensure the implementation of the most suitable hardware, software and practices to best accommodate our needs, and ensure our systems are suitable for the expanding needs of our growing organizations. We seek a proven, high-performing Contractor with management and technical staff and significant corporate commitment to achieve this objective.

This letter provides a summary of the salient elements of the RFP. Proponents are cautioned to carefully examine the entire RFP and the requirements contained therein before responding.

The following are key milestones for this solicitation:

- See Attachment A for locations
- Questions and clarifications to the RFP must be submitted by 4:00 p.m. January 26<sup>th</sup>, 2015
- Proposals are due on 4:00 p.m. January 30<sup>th</sup>, 2015
- Primary Contact Amanda King [amanda\\_king@atira.bc.ca](mailto:amanda_king@atira.bc.ca)

Proposals will be evaluated on the basis of the evaluation criteria listed in Section 2.5 of the RFP. The proponents may be required to make presentations for clarification or expansion on specific portions of their proposals. AWRS & APMI will subsequently select the firm that offers the best overall value and service. This will not be based solely on price. AWRS & APMI reserve the right to award each organizations upgrade individually to separate contractors.

AWRS & APMI reserve the right to hold discussions with proponents that are the most competitive, or to reject any or all bids. Awarding of services will not be solely based on price. The contract must include a two-year warranty on all hardware.

The RFP contains the following sections:

- **Section 1: Introduction**
- **Section 2: Instructions**
- **Section 3: The Deliverables**
- **Section 4: Billing & References**
- **Section 5: Pricing**
- **Appendix A: Remote Worksite List**
- **Appendix B: AWRS IT Specification Template**
- **Appendix C: APMI IT Specification Template**

Submit any questions, proposal correction or withdrawal prior to the closing date via **e-mail** to either:  
Amanda King (AWRS) [amanda\\_king@atira.bc.ca](mailto:amanda_king@atira.bc.ca)  
Adam Glover (APMI) [adam\\_glover@atira.ca](mailto:adam_glover@atira.ca)

We hope you will choose to submit a proposal to facilitate the upgrade of our current IT Infrastructure, migration, and verification at AWRS & APMI facilities.

### 1.1 Invitation to Proponents

This Request for Proposals (RFP) is an invitation by Atira Women's Resource Society (AWRS) and Atira Property Management to Non-Profit and For-Profit organizations ("Proponent") to submit proposals for the upgrade, migration and verification of our IT Infrastructure for our facilities, as further described in Part 3 – The Deliverables (the "Deliverables").

For the purposes of this RFP process, the **contacts will be Amanda King (AWRS) and Adam Glover (APMI)**.

## 1.2 Introduction

Atira Women's Resource Society (AWRS) and Atira Property Management Inc. (APMI), together with their subcontractors, are managing a variety of housing sites in Surrey, White Rock, Burnaby and Vancouver, including a number of Single Room Occupancy Hotels in the Downtown Eastside. These sites are mostly residential, although some do have a commercial component. In all of their programs and activities AWRS & APMI are accountable to tenants, the community and funders.

### 1.2.1 Objectives

Each organization is currently in the midst of a growth and upgrade cycle; migrating Windows XP and Vista workstations to Windows 7, and migrating e-mail and collaboration services to Office 365 Online.

Each organization requires an upgrade to their current server infrastructure, as the current hardware has reached EOL and is approximately 10 years old.

Each organization also requires upgrading of their remote site workstations, which are currently a mix of hardware running Windows XP, or Windows Vista.

APMI currently has one server located at their head office that provides file-storage, active directory, VPN, and databases for their accounting department. They have another server with the same requirements located in a satellite office in Surrey, BC. There is another satellite office in Vancouver requiring VPN access to the server at the Vancouver head office. APMI has 14 remote worksites that each contain two workstations (28 workstations total).

AWRS currently has one server located at their head office that provides file-storage, active directory, VPN, and databases for their accounting department. AWRS has 19 remote site workstations that are included in this proposal. AWRS is a registered nonprofit, and pricing and licences should reflect same.

All remote worksites are within a 10km radius of each organizations head office. The distance between the APMI Vancouver office and Surrey satellite office is 44km by road.

## 1.3 Agreement and Term

The selected Proponent will be requested to enter into negotiations for an Agreement with AWRS & APMI for the provision of the Deliverables. It is our intention to enter into an Agreement with only one (1) legal entity. There is no term of service, but verification of proper setup and configuration must be inspected by a third party of Atira's choosing before the Deliverables are deemed received.

## 1.4 Material Disclosures – Items and/or Conditions Required upon Notification of Award

### 1.4.1 Commercial General Liability Insurance

The selected Proponent shall, without limiting its obligation or liabilities and at its own expense, purchase and maintain Commercial General Liability insurance to an amount of at least \$2,000,000 inclusive for any one occurrence through the term of the Agreement.

### 1.4.2 Workers Compensation Coverage

The Proponent will obtain and maintain, or cause to be obtained and maintained, workers compensation coverage in respect of all workers, employees, and other persons engaged in any work in or upon the property required by the Workers Compensation Act.

## 2.0 RFP INSTRUCTIONS

The following section provides mandatory instructions for preparation of RFP materials. Proponents that do not adhere to the following will not be considered. The information in this section should be considered the “ground rules” for the solicitation process and is intended to assist in the preparation of proposals.

### 2.1 Questions and Contact Person

Any inquiries about this RFP must be made in written form, via e-mail to:  
Amanda King | [amanda\\_king@atira.bc.ca](mailto:amanda_king@atira.bc.ca)

All questions must be received by January 26<sup>th</sup>, 2015.

### 2.2 Proposal Required Contents and Format

At a minimum, each proposal should address all of AWRS & APMI requirements through:

1. A description of a hardware, migration, and verification included in the scope
2. A list of references

Please consider the proposal evaluation criteria outlined in Section 2.5 when preparing your proposal.

**Proposals must be received electronically via e-mail to [amanda\\_king@atira.bc.ca](mailto:amanda_king@atira.bc.ca) no later than 4:00pm on January 30<sup>th</sup>, 2015. Proposals received after the time and date specified will be declined.**

### 2.3 Response Evaluation Criteria

The evaluation criteria for the proposal include:

1. Proposal Requirements (*Required*)
  - Proposal is submitted by the deadline
  - References are provided

2. Proponent's Qualifications

- Overall social, environmental and financial performance.
- Overall continuity of management and ability to support indemnification and performance guarantees.
- Corporate experience with portfolios similar in size and nature.
- Legal infractions in the last 5 years.

### 3. Technical/Service

- The ability to provide the Scope of Services requested as per Section 3.0.

## 2.6 Proposal Correction or Withdrawal of Proposal Prior to Closing Date

A proposal may be withdrawn or modified by the written request of the proponent, provided the request is emailed to AWRS & APMI by the submission deadline. Modifications received after the due date will not be allowed. Modifications must be clearly marked and initialed by the proponent. AWRS & APMI reserves the right to request clarification from any or all Proponents on proposals that are submitted.

## 2.7 Additional Information, Investigation and Inspection

AWRS & APMI reserve the right to speak directly to a provider's references, and to make independent investigations as to the qualification of any proponent at any time during the process. Performance information may be solicited from any available source.

## 2.8 Confidentiality of AWRS & APMI Information

The terms of this RFP, and all other information provided, are to be treated by your company as strictly confidential and proprietary. All data and business information is to be used solely for the purpose of responding to this inquiry. Access to this information shall not be granted to third parties except upon prior written consent of AWRS & APMI.

## 2.9 Confidentiality of Proposals

All proposals shall become the property of AWRS & APMI and will be held confidential. Any copies of the proposals will be provided only to AWRS & APMI employees and consultants on a need-to-know basis. No proposals or associated documentation will be returned.

## 2.10 Responsibility for Costs

AWRS & APMI will not reimburse any proponent for any costs involved in the preparation or submission of a proposal, in making an oral presentation, or in contract negotiations. Proponents are responsible for all costs associated with submitting a proposal as part of this solicitation process.

## 2.11 Reservations and Limitations

AWRS & APMI reserve the following rights and options:

- To reject any and all proposals that fail to meet the literal and exact requirements of the specifications provided in this RFP.
- To reject all proposals without cause.
- To issue subsequent requests for new proposals.
- To accept the proposal that is, in the judgment of AWRS & APMI, in the best interest of AWRS & APMI.
- To accept different proponents for different sites.
- To discontinue its negotiations at any time with a finalist, if progress is unsatisfactory, and commence discussions with another proponent.

## 3.0 THE DELIVERABLES

### 3.1 IT Infrastructure Upgrade Procurement, Installation, Migration and Verification

Atira provides property management and administration services to Single Room Occupancy (SRO) hotels within Vancouver's Downtown Eastside neighbourhood. Each organization is currently in the midst of a growth and upgrade cycle; migrating Windows XP and Vista workstations to Windows 7, and migrating e-mail and collaboration services to Office 365 Online.

Each organization requires an upgrade to their current server infrastructure, as the current hardware has reached EOL and is approximately 10 years old.

Each organization also requires upgrading of their remote site workstations, which are currently a mix of hardware running Windows XP, or Windows Vista.

APMI currently has one server located at their head office that provides file-storage, active directory, VPN, and databases for their accounting department. They have another server with the same requirements located in a satellite office in Surrey, BC. There is another satellite office in Vancouver requiring VPN access to the server at the Vancouver head office. APMI has 14 remote worksites that each contain two workstations (28 workstations total).

AWRS currently has one server located at their head office that provides file-storage, active directory, VPN, and databases for their accounting department. AWRS has 19 remote site workstations that are included in this proposal. AWRS is a registered nonprofit, and pricing and licenses should reflect same.

All remote worksites are within a 10km radius of each organizations head office. The distance between the APMI Vancouver office and Surrey satellite office is 44km by road.

The vendor or provider will be expected to provide complete installation, provisioning, migration and verification from the current server, networking, security and un-interruptable power supplies at each organization to the new systems as outlined in this request, as well as the supply, installation, provisioning and migration of data at each of the remote worksites.

A copy of a list of each organizations' worksites in attached as **Appendix A**, while the general hardware and software requirements is attached as **Appendix B and Appendix C** for each respective organization. Please note that the substitutions and alternative hardware are acceptable, providing they are similar to the items and requirements listed.

Furthermore, the vendor or provider will be expected to complete a migration to Office 365 Online from each organizations current configuration. That migration is currently 50% complete.

### 3.3 Technical Requirements

- All contractors shall comply with all conditions of the Bylaws of the Cities of Vancouver, and Surrey, as well as the Workers' Compensation Act of B.C. or any other applicable Acts, Codes or Regulations.
- Services shall be done in accordance with generally accepted best practices.

- All remote site / workstation services shall be coordinated with the building manager. Except in the case of an emergency, forty-eight hours notice shall be given prior to any service being undertaken in any facility in order to notify the building operators.

### 3.4 Additional Services

From time to time the Contractor may be asked to perform extra services not specified within this scope of work. This work will be reimbursed by AWRS or APMI under a separate purchase order. This type of work may, at AWRS and APMI's discretion, be competitively bid.

## 4.0 BILLING & REFERENCES

This section outlines minimum responsibilities and activities the Contractor will be required to perform. All proposals should follow the headings below, and provide concise responses to the information requested. Proponents are expected to respond to all items in as much detail as necessary for AWRS & APMI to make a fair evaluation of the proposal.

### 4.1 Billing

Discuss your billing methods, including:

- Outline the costs for hardware separately from labour.
- Present your procedures for billing and allocation of costs (from pick-up to bill).

### 4.2 Proponent's References

List three of your current major customers. Include as many customers as possible that are comparable to AWRS & APMI's requirements insofar as size and sustainable materials management requirements are concerned.

## 5.0 PRICING

This section outlines the guidelines for preparing your quote for IT Infrastructure Upgrade as identified in this RFP.

### 5.1 Base Financial Proposal

AWRS & APMI are seeking a supplier that can achieve competitive pricing and reliable service for the hardware and labour associated with this proposal. Part of the base proposal must include the billing, reporting, data management requirements and compliance with regulations.

The proposal must consist of two components: a price for hardware associated with this Proposal and a separate price for labour associated with this Proposal. In short, proponents must submit a proposal that reflect the price to overtake the existing levels of service and all related components. The proposal should also be separated by each organization.

APPENDIX

APPENDIX A: Worksite Information (Excluding Offices)

SITE ADDRESSES WILL BE GIVEN UPON EXPRESSION OF INTEREST

<b>Atira Women’s Resource Society</b>
<b>Property</b>
403 Powell
Bridge
New Marr
Imouto/CH
Maxxine Wright
Sorella
Ama
Durrant
Koomseh
Maggie's
Rice Block

<b>Atira Property Management Inc.</b>
<b>Property</b>
566 Powell
Gastown
Arco Hotel
Carl Rooms
Colonial Hotel
St. Helens
Dominion
Flint
Hutchison Block
London Hotel
Marble Arch
Savoy Hotel
Abbott
Cosmo

## APPENDIX B: General Hardware Requirements - Atira Women's Resource Society

Quantity	Item
19	Desktop Computer - Lenovo ThinkCentre M73 10B60008US Intel Core i5-4570 3.20GHz - Small Form Factor - Business Black - 4GB RAM - 500GB HDD - DVD-Writer - Intel HD 4600 - Windows 7 Professional 64-bit
19	Microsoft Office 2013 Professional Plus, Labour included with computer replacement - Licences provided by Techsoup for nonprofits.
1	Bitdefender Small Office Security 50 Seats Licences - 2 year subscription, Labour included with computer replacement
2	SonicWall TZ 205W Appliance Only VPN Firewall - Surrey and Dunlevy Offices
1	SonicWall 220W Appliance Only VPN Firewall - Head Office
1	Veeam Backup Essentials Enterprise for Hyper-V - 2 CPU Sockets license - Mfg. Part: V-ESSENT-HS-P0000-00 (Virtual Backup software)
1	WD Sentinel DX4000 Small Business Network Storage Server 12TB (Archive and Backup Network Storage Unit)
1	APC Smart-UPS SMT100RM2U Battery Backup
1	Dell PowerEdge T620 Server - Intel Xeon 2.10 - 48GB RAM - Windows Server 2012 Standard with 2 VMs - 50 User Cals - 25 RDS Cals - 6x 1TB HDD RAID 5 H710 Controller - Dual redundant PSU - 3 year warranty

### Software Specific requirements for workstations:

**Sage Fundraising – Director of Fundraising**

**Sage AccPac – Accounting workstations & server**

**Simply Accounting – Accounting workstations & server**

**W.I.S.H.**

## APPENDIX C: General Hardware Requirements - Atira Property Management Inc.

Quantity	Item
25	Desktop Computer - Lenovo ThinkCentre M73 10B60008US Intel Core i5-4570 3.20GHz - Small Form Factor - Business Black - 4GB RAM - 500GB HDD - DVD-Writer - Intel HD 4600 - Windows 7 Professional 64-bit
25	Microsoft Office 2013 Home and Business, Labour included with computer replacement
1	Bitdefender Small Office Security 50 Seats Licences - 2 year subscription, Labour included with computer replacement
1	SonicWall TZ 205W Appliance Only VPN Firewall - Vancouver SRO Office
2	SonicWall 220W Appliance Only VPN Firewall - Head Office & Surrey
2	Veeam Backup Essentials Enterprise for Hyper-V - 2 CPU Sockets licence - Mfg. Part: V-ESSENT-HS-P0000-00 (Virtual Backup software)
1	WD Sentinel DX4000 Small Business Network Storage Server 12TB (Archive and Backup Network Storage Unit)
2	APC Smart-UPS SMT100RM2U Battery Backup
2	Dell PowerEdge T620 Server - Intel Xeon 2.10 - 48GB RAM - Windows Server 2012 Standard with 2 VMs - 50 User Cals - 25 RDS Cals - 6x 1TB HDD RAID 5 H710 Controller - Dual redundant PSU - 3 year warranty