MANAGED INFORMATION TECHNOLOGY ("IT") SERVICES.

Request for Proposals-2026-01

ALL PROPOSALS TO BE RECEIVED NO LATER THAN: NOVEMBER 9, 2026 @ 4:00 P.M.

ADDRESS: Municipality of Calvin
1355 Peddlers Dr., RR #2
Mattawa, ON P0H 1V0

CONTACT: Ann Carr
CAO / Clerk-Treasurer
Municipality of Calvin
705-744-2700
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1. INVITATION

The Corporation of the Municipality of Calvin ("Municipality") invites qualified information technology service providers to submit proposals for the provision of managed information technology ("IT") services.

The Municipality is a small rural municipality with a limited number of municipal employees and technology users. The Municipality is seeking a practical, reliable and cost-effective IT service arrangement appropriate to the size and operational requirements of the organization.

The successful Proponent will be expected to provide ongoing technical support, cybersecurity, system administration, backup and recovery support, Microsoft 365 administration where applicable, network and device management, strategic advice, and related IT services.

The Municipality currently receives certain IT-related and property taxation system services from an external service provider. The municipal property taxation system and property taxation services are specifically excluded from this RFP.

2. MUNICIPAL CONTEXT

The Municipality of Calvin is a small rural municipality in northeastern Ontario.

The municipal administrative operation consists of a small number of employees, together with other municipal operations including Public Works, Fire and By-law Enforcement. Calvin does not maintain an internal IT department and therefore relies upon external expertise for the operation, security and maintenance of its information technology environment.

The Municipality is seeking a service provider that understands the needs and financial constraints of a small municipal organization and can provide responsive support without unnecessary complexity or cost.

Proponents should not assume that systems, equipment, documentation or current practices meet contemporary IT or cybersecurity standards. The successful Proponent will be expected to assist the Municipality in assessing its existing environment and establishing an appropriate and sustainable IT framework.

3. OBJECTIVES

The objectives of this RFP are to:

- ✓ establish a formal and accountable arrangement for municipal IT services;
- ✓ provide reliable day-to-day IT support to municipal staff;
- ✓ protect municipal information and technology assets;
- ✓ improve cybersecurity and business continuity;
- ✓ ensure municipal information remains under the ownership and control of the Municipality;
- ✓ establish clear service expectations and response times;
- ✓ provide predictable and transparent IT costs;
- ✓ maintain appropriate documentation of municipal systems, equipment, accounts and configurations;
- ✓ reduce dependence upon any single individual or vendor;

- ✓ provide the Municipality with practical advice regarding future technology requirements; and
- ✓ ensure that the Municipality's general IT environment can operate effectively alongside the separately provided municipal property taxation system.

4. SCOPE OF SERVICES

The successful Proponent will be expected to provide, at minimum, the following services.

4.1 Help Desk and User Support

Provide remote and, when required, onsite technical support for municipal employees and authorized users, including:

- ✓ desktop and laptop support;
- ✓ software troubleshooting;
- ✓ printer and peripheral support;
- ✓ email support;
- ✓ connectivity issues;
- ✓ password and account assistance;
- ✓ mobile device support where authorized;
- ✓ remote access support;
- ✓ user setup, modification and termination; and
- ✓ general technical assistance.

The proposal shall describe normal support hours, after-hours availability, escalation procedures and applicable charges.

4.2 Computer and Device Management

Provide management and support for municipal computers and other IT equipment, including:

- ✓ operating system maintenance;
- ✓ security updates and patching;
- ✓ antivirus/endpoint protection;
- ✓ device monitoring;
- ✓ software installation;
- ✓ hardware troubleshooting;
- ✓ lifecycle recommendations;
- ✓ equipment inventory; and
- ✓ secure decommissioning of equipment.

4.3 Network Administration

Provide administration and support for the Municipality's network infrastructure, including as applicable:

- ✓ routers;
- ✓ switches;
- ✓ wireless networks;
- ✓ firewalls;
- ✓ internet connectivity;
- ✓ VPN or other secure remote access;
- ✓ network security;
- ✓ network monitoring; and
- ✓ troubleshooting.

The successful Proponent shall maintain appropriate documentation of the municipal network configuration.

4.4 Microsoft 365 and Cloud Services

Where applicable, provide administration and support for Microsoft 365 and related cloud services, including:

- ✓ user accounts;
- ✓ Exchange/Outlook;
- ✓ SharePoint;
- ✓ OneDrive;
- ✓ Teams;
- ✓ security settings;
- ✓ multi-factor authentication;
- ✓ licensing advice; and
- ✓ account provisioning and removal.

Administrative accounts, domains, subscriptions and municipal tenant environments shall be established and maintained in a manner that preserves municipal ownership and administrative control.

4.5 Cybersecurity

The successful Proponent shall provide appropriate cybersecurity services and recommendations proportionate to the Municipality's size and risk profile.

Services should include:

- ✓ endpoint security;
- ✓ firewall management;
- ✓ multi-factor authentication;
- ✓ security patching;
- ✓ email security;
- ✓ monitoring for suspicious activity;
- ✓ ransomware protection;

- ✓ privileged account management;
- ✓ vulnerability identification;
- ✓ incident response assistance;
- ✓ cybersecurity awareness recommendations; and
- ✓ periodic review of municipal cybersecurity practices.

The Proponent shall identify any additional cybersecurity services recommended and clearly identify whether they are included in the proposed price or constitute an additional cost.

4.6 Backup, Recovery and Business Continuity

The Proponent shall review and support the Municipality's backup and recovery arrangements.

The proposal shall describe:

- ✓ systems and information to be backed up;
- ✓ backup frequency;
- ✓ backup retention;
- ✓ onsite and offsite/cloud backup arrangements;
- ✓ protection of backups from ransomware or unauthorized alteration;
- ✓ restoration procedures;
- ✓ testing of backups;
- ✓ expected recovery capabilities; and
- ✓ disaster recovery assistance.

The successful Proponent shall assist the Municipality in maintaining an appropriate IT disaster recovery and business continuity plan.

4.7 IT Security Incident Response

The successful Proponent shall provide assistance in the event of:

- ✓ malware;
- ✓ ransomware;
- ✓ unauthorized access;
- ✓ compromised accounts;
- ✓ lost or stolen equipment;
- ✓ suspected privacy breaches;
- ✓ system failures; or
- ✓ other significant technology or cybersecurity incidents.

The proposal shall describe the Proponent's emergency contact and incident escalation procedures.

4.8 Technology Planning and Advice

The successful Proponent shall provide practical technology advice to the CAO/Clerk-Treasurer or designate, including:

- ✓ equipment replacement;
- ✓ software requirements;
- ✓ licensing;
- ✓ cybersecurity;
- ✓ infrastructure improvements;
- ✓ cloud services;
- ✓ records management technology;
- ✓ budgeting; and
- ✓ emerging technology risks and opportunities.

Recommendations should recognize the Municipality's limited financial and staffing resources.

4.9 Documentation and Asset Inventory

The successful Proponent shall develop and maintain appropriate documentation including:

- ✓ municipal IT asset inventory;
- ✓ hardware and software inventory;
- ✓ network configuration;
- ✓ licensing information;
- ✓ administrative accounts;
- ✓ service subscriptions;
- ✓ warranties;
- ✓ vendor information;
- ✓ backup arrangements;
- ✓ cybersecurity systems; and
- ✓ other information reasonably necessary to administer the municipal IT environment.

Documentation created for the Municipality shall be the property of the Municipality.

Passwords and privileged credentials shall be managed securely. The Municipality shall retain the ability to obtain administrative access to its systems and accounts.

5. PROPERTY TAXATION SYSTEM — EXCLUDED SERVICES

The Municipality's property taxation system and associated property taxation services are not included in this RFP. For greater certainty, the property taxation system provider may continue to access municipal technology infrastructure where reasonably required to provide authorized taxation services. The successful Proponent shall cooperate with that provider while maintaining appropriate cybersecurity, access controls and audit practices.

The successful Proponent will not be responsible for replacing, administering or supporting the property taxation application itself unless subsequently authorized through a separate written arrangement.

The successful Proponent will, however, be expected to reasonably cooperate with the Municipality's property taxation system provider where access to municipal computers, networks, backups, security systems or other IT infrastructure is required.

The successful Proponent shall not implement technical restrictions that unnecessarily prevent the Municipality's authorized property taxation service provider from accessing or supporting the taxation system.

Similarly, the Municipality intends that its general IT environment remain capable of being administered independently from its property taxation system.

6. INITIAL IT ASSESSMENT AND TRANSITION

Following award, the successful Proponent shall conduct an initial assessment of the Municipality's IT environment.

The assessment should include, as applicable:

- ✓ computers and devices;
- ✓ servers;
- ✓ network equipment;
- ✓ internet services;
- ✓ Microsoft 365 environment;
- ✓ domains;
- ✓ administrative accounts;
- ✓ software and licensing;
- ✓ antivirus and endpoint protection;
- ✓ firewall;
- ✓ backup systems;
- ✓ remote access;
- ✓ cybersecurity controls;
- ✓ printers and peripherals;
- ✓ current IT documentation; and
- ✓ known technology risks.

The successful Proponent shall provide the Municipality with a concise written report identifying:

1. the existing environment;
2. significant risks or deficiencies;
3. immediate priorities, including policy matters;
4. recommended improvements;
5. anticipated equipment replacement requirements; and
6. any recommended expenditures.

Proponents shall identify the cost of this initial assessment separately if it is not included in the regular service fee.

7. TRANSITION FROM CURRENT PROVIDER

The successful Proponent shall cooperate with the Municipality and the existing service provider to facilitate an orderly transition.

The transition may include obtaining and verifying:

- ✓ administrator credentials;
- ✓ network information;
- ✓ equipment information;
- ✓ Microsoft 365 administration;
- ✓ domain administration;
- ✓ licensing;
- ✓ backup information;
- ✓ security configurations;
- ✓ vendor accounts; and
- ✓ existing technical documentation.

The Proponent shall identify its proposed transition process and any associated costs.

8. MUNICIPAL OWNERSHIP AND CONTROL

All municipal information shall remain the property of the Municipality.

Where reasonably possible:

- ✓ software subscriptions shall be registered to the Municipality;
- ✓ domains shall be registered to or controlled by the Municipality;
- ✓ Microsoft 365 or other cloud tenants shall remain under municipal ownership;
- ✓ municipal administrative credentials shall be available to authorized municipal officials;
- ✓ vendor-specific systems shall not be used to create unreasonable barriers to changing service providers; and
- ✓ municipal data shall be capable of being exported or transferred in a commonly usable format.

The successful Proponent shall not assert ownership over municipal data, accounts, configurations or documentation.

9. PRIVACY AND CONFIDENTIALITY

The successful Proponent may have access to confidential municipal information and personal information.

The successful Proponent shall:

- ✓ maintain the confidentiality of municipal information;

- ✓ comply with applicable privacy legislation, including the *Municipal Freedom of Information and Protection of Privacy Act*;
- ✓ restrict access to authorized personnel;
- ✓ use municipal information only for purposes associated with providing the contracted services;
- ✓ promptly report suspected unauthorized access, disclosure or loss of municipal information; and
- ✓ return or securely destroy municipal information upon termination as directed by the Municipality.

The successful Proponent may be required to enter into additional confidentiality or data protection agreements.

10. DATA LOCATION AND SUBCONTRACTORS

The Proponent shall disclose:

- ✓ where municipal information will be stored or processed;
- ✓ whether information may be stored or accessed outside Canada;
- ✓ any cloud service providers used;
- ✓ any subcontractors who may have access to municipal systems or information; and
- ✓ the safeguards used to protect municipal information.

No material IT service shall be subcontracted without the knowledge and approval of the Municipality.

11. SERVICE LEVELS

Proponents shall provide their proposed service levels.

At minimum, the proposal should address response expectations for:

1. **Critical Priority** – Municipality-wide outage, cybersecurity incident, inability to perform essential municipal operations or other critical failure.
2. **High Priority** – Significant interruption affecting an employee or municipal service where no reasonable workaround exists.
3. **Normal Priority** – Routine support request where municipal operations can continue.
4. **Low Priority** – General request, planned work, advice or non-urgent issue.

Proponents shall state:

- ✓ target response time for each priority;
- ✓ target resolution or escalation practices;
- ✓ after-hours procedures;
- ✓ availability of onsite service;
- ✓ location from which onsite support will be provided; and
- ✓ expected onsite response time.

12. INSURANCE

The successful Proponent shall maintain insurance appropriate to the services provided, which should include:

- ✓ Commercial General Liability Insurance;
- ✓ Professional Liability/Errors and Omissions Insurance; and
- ✓ Cyber Liability Insurance.

Proponents shall identify their current coverage limits.

The Municipality reserves the right to establish minimum insurance requirements prior to execution of the agreement.

13. TERM

The Municipality anticipates entering into an agreement for an initial term of **three (3) years**, with the Municipality having the option to extend the agreement for up to **two (2) additional one-year periods**, subject to satisfactory performance and agreement regarding pricing.

The Municipality reserves the right to negotiate the final term with the preferred Proponent.

14. PRICING

The Municipality prefers a pricing structure that provides reasonable cost certainty.

Proponents shall clearly identify:

- ✓ monthly managed service fee;
- ✓ services included in the monthly fee;
- ✓ services excluded from the monthly fee;
- ✓ hourly rate for additional remote services;
- ✓ hourly rate for onsite services;
- ✓ after-hours/emergency rates;
- ✓ travel charges, if applicable;
- ✓ initial assessment/transition cost;
- ✓ software or security licensing costs;
- ✓ backup costs;
- ✓ Microsoft 365 or other cloud licensing costs, if applicable;
- ✓ hardware markups, if any; and
- ✓ any other recurring or potential charges.

All prices shall be stated in Canadian dollars exclusive of HST.

Proponents should identify any proposed annual price adjustment during the term of the agreement.

14.1 Evaluated Five-Year Cost

Proponents shall provide the estimated total cost of the proposed services over the initial three-year term and both optional extension years, based upon the pricing contained in this proposal.

15. PROPONENT QUALIFICATIONS

Proponents should demonstrate:

- ✓ experience providing managed IT services;
- ✓ experience supporting municipalities and /or small organizations;
- ✓ municipal or broader public-sector experience, where available;
- ✓ cybersecurity expertise;
- ✓ Microsoft 365 expertise;
- ✓ backup and disaster recovery experience;
- ✓ ability to provide remote support;
- ✓ ability to provide onsite support to Calvin;
- ✓ sufficient personnel to provide service continuity;
- ✓ appropriate professional and cybersecurity insurance; and
- ✓ experience transitioning clients from another IT provider.

16. REFERENCES

Proponents shall provide at least three references for organizations receiving similar services.

Preference may be given to references involving Ontario municipalities or other small public-sector organizations.

17. PROPOSAL REQUIREMENTS

Proposals should contain the following:

1. company profile;
2. key personnel;
3. relevant experience;
4. municipal/public-sector experience;
5. description of proposed services;
6. support and help-desk model;
7. proposed service levels;
8. cybersecurity approach;
9. backup and recovery approach;
10. proposed transition plan;
11. approach to documentation and municipal ownership;
12. proposed pricing;
13. references;
14. insurance information;
15. identification of subcontractors;
16. identification of any exceptions to the RFP requirements; and
17. any additional information the Proponent believes would benefit the Municipality.

18. EVALUATION OF PROPOSALS

Proposals will be evaluated on the basis of the criteria and weighting set out below. The Municipality is seeking the proposal that provides the best overall value and most appropriate service arrangement for the Municipality. The lowest-priced proposal will not necessarily be selected.

Evaluation Criterion	Weight
Experience and Qualifications	15%
Understanding of Municipal Requirements	15%
Proposed Service and Support Model	20%
Cybersecurity, Backup and Business Continuity	15%
Transition, Documentation and Vendor Independence	10%
References	5%
Evaluated Price	15%
Overall Value and Cost Structure	5%
TOTAL	**100%**

1. **Experience and Qualifications – 15%**
   Evaluation will consider the Proponent's relevant managed IT experience, qualifications of personnel, experience supporting small organizations and municipalities or other public-sector organizations, cybersecurity and Microsoft 365 expertise, backup and disaster recovery experience, organizational capacity and service continuity.
2. **Understanding of Municipal Requirements – 15%**
   Evaluation will consider the Proponent's demonstrated understanding of the needs of a small rural municipality, including its limited staffing and financial resources, operational requirements, security responsibilities and need for practical and sustainable technology solutions.
3. **Proposed Service and Support Model – 20%**
   Evaluation will consider the proposed help-desk and support model, remote and onsite service, hours of availability, response times, escalation procedures, after-hours support, staffing, network and device administration, Microsoft 365 support and the overall suitability of the proposed service arrangement.
4. **Cybersecurity, Backup and Business Continuity – 15%**
   Evaluation will consider the Proponent's proposed approach to cybersecurity, endpoint protection, patching, email and network security, multi-factor authentication, monitoring,

ransomware protection, backup and recovery, incident response and business continuity.

5. **Transition, Documentation and Vendor Independence – 10%**
   Evaluation will consider the proposed transition from the existing IT provider, documentation practices, protection of municipal ownership and control of information and systems, administrative access, portability of municipal information and measures intended to avoid unnecessary vendor dependency.
6. **References – 5%**
   The Municipality may contact references provided by the Proponent and may consider relevant information obtained through those reference checks. Particular consideration may be given to experience providing comparable services to Ontario municipalities, public-sector organizations or organizations of similar size and complexity.
7. **Evaluated Price – 15%**
   Price will be evaluated using the pricing information submitted in Schedule "A". The Municipality may consider recurring fees, transition and implementation costs, third-party licensing and services, hourly and after-hours charges, travel costs, annual price adjustments and other reasonably anticipated costs of the proposed service.
8. For evaluation purposes, the Evaluated Price will be based upon the total five-year cost submitted by the Proponent, subject to any adjustments necessary to place proposals on a reasonably comparable basis. The Municipality may consider identified assumptions, exclusions and additional charges in determining the Evaluated Price.
9. **Overall Value and Cost Structure – 5%**
   Evaluation will consider the transparency and predictability of the proposed pricing structure, services included and excluded from recurring fees, potential additional charges, proposed annual adjustments and the overall value represented by the proposed service arrangement.

18.1 Clarification and Verification

The Municipality may request clarification of information contained in a proposal where necessary to complete its evaluation. A clarification shall not be used to permit a Proponent to materially alter its proposal after the closing deadline.

The Municipality may verify information contained in a proposal, including qualifications, experience, references, insurance and other information relevant to the evaluation.

18.2 Interviews or Presentations

The Municipality may invite one or more Proponents to participate in an interview or presentation where additional information would assist the Municipality in completing its evaluation. Where interviews or presentations are conducted, Proponents invited to participate will be evaluated on a consistent basis.

18.3 Selection

The proposal receiving the highest evaluation score will normally be identified as the preferred proposal; however, selection remains subject to the terms of this RFP, the Municipality's

Procurement Policy, available budget, any required Council approval and successful negotiation or execution of an agreement satisfactory to the Municipality.

The Municipality is not obligated to accept the lowest-priced or any proposal.

19. MUNICIPAL RIGHTS

The Municipality reserves the right, in its sole discretion, to:

- ✓ accept or reject any or all proposals;
- ✓ cancel this RFP at any time;
- ✓ request clarification or additional information;
- ✓ waive minor irregularities;
- ✓ negotiate with the preferred Proponent regarding the final scope, terms and agreement, provided that such negotiations do not materially alter the procurement or provide the preferred Proponent with an unfair advantage;
- ✓ verify references and information provided;
- ✓ make minor modifications to the scope prior to execution of an agreement, provided that such modifications do not materially alter the procurement; and
- ✓ award the work in whole or in part where considered to be in the best interests of the Municipality.

The issuance of this RFP does not constitute a commitment by the Municipality to award a contract.

Proponents are responsible for all costs associated with preparing and submitting their proposals.

20. CONFLICT OF INTEREST

Proponents shall disclose any actual, potential or perceived conflict of interest relating to the Municipality, its employees, members of Council, existing service providers or the services contemplated by this RFP.

21. ACCESSIBILITY AND APPLICABLE LAW

The successful Proponent shall comply with all applicable federal and provincial legislation and regulations, including applicable requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*, occupational health and safety legislation, privacy legislation and other laws relevant to the services.

22. TERMINATION AND EXIT ASSISTANCE

The final agreement shall include provisions permitting the Municipality to terminate the agreement in accordance with its terms.

Upon expiry or termination, the service provider shall reasonably cooperate with the Municipality and any replacement service provider to ensure an orderly transition.

This shall include the prompt transfer of:

- ✓ administrative credentials;

- ✓ municipal data;
- ✓ system documentation;
- ✓ network documentation;
- ✓ configuration information;
- ✓ licensing information;
- ✓ backup information;
- ✓ account information; and
- ✓ other municipal information reasonably required for continuity of service.

Municipal information shall not be withheld as a result of a dispute concerning fees, except as may otherwise be permitted by law.

The Proponent shall disclose any fees applicable to transition or exit assistance in its proposal.

23. QUESTIONS

Questions concerning this RFP shall be submitted in writing to:

Ann Carr
CAO / Clerk-Treasurer
Municipality of Calvin
cao@calvintownship.ca

Questions must be received no later than October 27, 2026

Where a response may materially affect the RFP, the Municipality may issue an addendum to all Proponents.

24. SUBMISSION

Proposals shall be submitted electronically in PDF format to:

Ann Carr – CAO / Clerk-Treasurer

cao@calvintownship.ca

and clearly identified:

RFP 2026-01 – Managed Information Technology Services

Proposals must be received no later than:

November 9, 2026, at 4:00 P.M.

The time recorded by the Municipality's receiving email system will determine whether a proposal was received before the deadline. Proposals received after the deadline will not be considered. Proponents are responsible for allowing sufficient time for transmission and receipt.

Late proposals will not be considered.

Schedule A Pricing Form

Managed Information Technology Services RFP

Proponent: _____

Complete all fields. Type into the underlined fields in Word or complete a printed copy. Identify included costs and explain any assumptions or exclusions.

A Recurring Services

Pricing item	Price or information
Monthly Managed IT Service Fee ($)	
Annual Equivalent ($)	
Number of Users Included	
Number of Devices Included	

B Additional Services

Pricing item	Rate or charge
Remote Support Hourly Rate ($/hour)	
Onsite Support Hourly Rate ($/hour)	
After-Hours Rate ($/hour)	
Emergency or Critical Incident Rate ($/hour)	
Travel Rate or Charge ($ and basis)	
Other Additional Service Rate ($ and basis)	

C Initial Assessment and Transition

Pricing item	Price ($)
Initial IT Assessment	
Transition or Onboarding	
Other Transition Costs	

Description of other transition costs

D Recurring Third Party Costs

Pricing item	Monthly ($)	Annual ($)	Included in managed fee?
Endpoint Security			
Backup Services			
Microsoft 365 Licensing			
Email Security			
Other (describe)			
Other (describe)			

Indicate Yes or No in the final column. Describe other costs and avoid counting included costs twice in the five-year total.

E Other Charges

Identify all other recurring, one time or potential charges not identified above. Attach a separate schedule if additional space is required.

Description	Rate or amount ($)	Recurring or one time

F Evaluated Five-Year Cost

Contract period	Total cost ($)
Initial Three-Year Term	
Optional Year 4	
Optional Year 5	
Total Evaluated Five-Year Cost	_

The above amounts shall include all recurring costs identified in this Pricing Form. Any assumptions used in calculating the five-year cost shall be clearly identified.

G Pricing Assumptions and Annual Adjustments

Proposed annual price adjustment if any	
Pricing assumptions	
Services or costs excluded from the Total Evaluated Five-Year Cost	

Authorized Representative:

Name	
Title	
Signature	
Date	

SCHEDULE B CURRENT IT ENVIRONMENT

The Municipality will provide Proponents with available information concerning its current IT environment, which may include:

Approximate number of users;	11
Computers and laptops;	13
Servers, if any;	1
Network equipment;	Yes
Microsoft 365 licensing;	4
Adobe Pro	3
Email environment;	M365
Accounting Software	Quickbooks (Remote)
Taxation Software	The Managed Municipality
Municipal locations requiring support;	3
Internet services;	Star
Backup arrangements;	Third
Cybersecurity products;	Third party
Printers and peripherals;	3 printers, 5 monitors
Other relevant technology.	4 cell phones, 3 tablets
Security System	Secure Tech

The information is provided to assist Proponents and should be verified by the successful Proponent during the initial assessment.