



REQUEST FOR PROPOSALS

IT Services for the GREY BRUCE HOSPICE

Issue date: December 30, 2022

Issued by:

Grey Bruce Hospice Inc.

www.GreyBruceHospice.com

Delivery of Proposals:

Electronic proposals (single PDF) must be sent by email to:

finance@GreyBruceHospice.com

Return Date of Response: February 6, 2023

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1 BACKGROUND

1.1 Purpose of the Request for Proposals

This Request for Proposals (RFP) invites Information Technology firms to submit proposals for the performance of IT services with respect to intranet, groupware, and hardware maintenance and ordering of the Grey Bruce Hospice Inc. (GBH) which delivers the best overall value in terms of experience, quality, and price.

1.2 Period of Service Agreement

The selected IT provider will perform the IT services as described above for up to three years, commencing as early as March 1, but as late as April 1, 2023. GBH will retain the option to extend the Service Agreement for up to two additional years, in one-year increments, provided both parties agree to the renewal. The fiscal year of GBH is April 1 to March 31.

1.3 Type and Scope of Work

GBH resides in a 5-year-old facility, with CAT 5e or better cables throughout the building and two wi-fi systems (staff and public). GBH holds the server and physical equipment onsite in an IT Closet with conduit throughout the building. The server was replaced in 2022 and other equipment is of varying ages between 1 year and 5 years old (battery backups, switches, wi-fi nodes, etc).

GBH has upwards of 50 staff including full-time, part-time and casual, as well as 50 volunteers. Of this, approximately 70 users are maintained by IT, with the support of HR, including groupware and various levels of access to drives. GBH is using Windows 11 and MS Office 365.

GBH has approximately 15 laptops and 8 desktop units. Laptops are 2 years old with 1 year of use and desktops are original to the building. IT will be responsible for working with these systems to provide problem solving, software support, and when required, purchasing and initiation of new systems.

GBH has three meeting rooms which include sound and presentation equipment. It will be a requirement of this contract for the IT service provider to ensure the connectivity of this space only, including hardwire or Wi-Fi connections between laptops and media systems.

As a medical facility, GBH must maintain connection to external cloud-based software, including our medical database in real-time for medical instructions. Backups and emergency/secondary connectivity sources will be a requirement of this contract

1.4 Determination and Payment of Fees

The IT provider will invoice GBH for the monthly fees for regular services monthly. Additional hourly fees will be billed at a set rate. The amounts billed will be according to the tendered amounts set out in the Service Agreement between GBH and the IT Service Provider.

After completion of the third year under the Service Agreement, either the Service Provider or GBH may call for a meeting to determine whether the fees for the remaining two years should be revised. Such a meeting may only be convened if:

- There has been or will be a change in the size/scope of GBH's operations that has resulted, or will result, in changes to the nature and extent of the work and that could not have been anticipated at the closing date of the RFP.
- There have been significant changes to standards, or security needs of GBH that has resulted, or will result, in changes to the nature and extent of the work.

1.4.1 Fees

Fee structure for

- a. IT services including an estimate of the hours expected to perform the monthly or annual regular work,
- b. IT services fees including the hourly rate for any work that goes beyond the month or annual allotted hours.

1.5 Information about GBH

Our Mission

Our Mission is to provide comprehensive compassionate care to all in our community during their journey with a life-limiting illness.

Our Vision

Our Vision is community supporting community to live well with dying.

How GBH is Organized

The GBH is governed by a board of directors that is comprised of:

- The board executive committee; Chair, Vice-Chair, and Treasurer.
- Up to an additional 6 members.
- The Executive Director (ex-officio) who is responsible for the operations of GBH and reports to the GBH Board of Directors

Additionally, GBH has a Foundation which is governed by a board of directors that is comprised of:

- The board executive committee; Chair, Vice-Chair, and Treasurer.
- Up to an additional 6 members.

- The Executive Director (ex-officio) who is responsible for the operations of GBH-Foundation and reports to the GBH-Foundation Board of Directors

The Foundation, for the purpose of this contract, is a department of GBH and all needs for this group will be directed by the GBH ED on behalf of the Foundation.

GBH is a Charitable Organization incorporated under the Canada Not-for-profit Corporations Act (NFP Act). As such, GBH will use TechSoup and other charitable discounts, where available.

1.5.1 Organization Size and Location

GBH has upwards of 50 staff including full-time, part-time and casual, as well as 50 volunteers. Volunteers include facility volunteers and members of both boards. GBH also includes a Leadership Team which includes key leaders across the various areas of finance, HR, clinical, environmental services, fundraising, and communications.

1.5.2 Responsibilities of Management

Two designated members of the Leadership Team will be a point person for ordering of requests for services. The HR Coordinator will provide requests for on and off-boarding of staff and volunteers, while the Finance Coordinator will place requests for maintenance, ordering, repairs and problem solving. These leads, where possible, will combine work to occur on the same visits when remote access is not possible.

2 REQUEST FOR PROPOSALS ADMINISTRATION

The following terms and conditions apply to this RFP and to the subsequent Service Agreement. Submission of a proposal in response to this RFP indicates acceptance of all the terms and conditions that follow. Provisions in proposals that contradict any of the terms of this RFP will be as if not written and do not exist.

2.1 Definitions

Throughout this Request for Proposals, the following definitions apply:

- “Contract” or “Service Agreement” means the written agreement resulting from this Request for Proposals executed by GBH and the IT Service Provider
- “GBH” means the Grey Bruce Hospice Inc also known as the facility of Chapman House.
- “must”, or “mandatory” means a requirement that must be met for a proposal to receive consideration.
- “Proponent” means an individual or a company that submits, or intends to submit, a proposal in response to this Request for Proposals
- “Request for Proposals” or “RFP” means the process described in this document; and
- “Service Provider” means the successful Proponent to this Request for Proposals who

enters a written Contract with GBH

- “should” or “desirable” means a requirement having a significant degree of importance to the objectives of the Request for Proposals.

2.1.1 Enquiries

All enquiries related to this Request for Proposals are to be directed, in writing by email, to the contact persons identified on the front page of this Request for Proposals.

2.1.2 Information Meeting

An information meeting can be arranged with the Executive Director, if required. 3-4 days’ notice is requested. Send requests to ifairbridge@GreyBruceHospice.com

Oral questions will be accepted at the information meeting. However, questions of a highly complex nature, or questions where the questioner requires anonymity, should be forwarded in writing by email, prior to the meeting, to the contact persons.

- The GBH Finance Coordinator, Hannah Saunders, finance@GreyBruceHospice.com

2.1.3 Closing Date

Proposals must be received by **February 6, 2003**

Electronic proposals (single PDF) must be sent by email to:

finance@GreyBruceHospice.com (i.e., do not send multiple PDF documents or other attachments). Any text in the email sent will not be considered part of the Proponent’s proposal.

2.1.4 Late Proposals

Only complete proposals received before the closing date will be considered to have been received on time.

2.2 Proposal Format

The following format and sequence must be followed to provide consistency in Proponents’ responses and to ensure each proposal receives fair consideration. All pages should be consecutively numbered.

- Table of Contents for proposal, including page numbers.
- Introduction to the firm
- The firm’s experience in providing IT services and in a mid-sized or larger organization
- Demonstrated knowledge and expertise of essential service sector IT needs
- The body of the proposal, including pricing. The proposal should address all factors identified as the assessment criteria in the same order as they are described in the

criteria.

- The price for each year must be in Canadian dollars, be all-inclusive, including applicable taxes, and be firm for the entire period
 - IT services including an estimate of the hours expected to perform the monthly and or annual work,
 - Financial review services including an estimate of hours expected to perform the review (if a preliminary review of systems is required)
- Description of the expected needs throughout the duration of this Agreement and any approaches
- Three references, preferably from within the not-for-profit sector or essential service sector, including name and contact information for those who the firm has provided IT services in the past five years.

2.3 Additional Terms

2.3.1 Irrevocability of Proposal

Proposals must be open for acceptance for at least 120 days after the closing date. By submission of a proposal, a Proponent agrees that should its proposal be successful the Proponent will enter into a Service Agreement with the GBH.

2.3.2 Definition of a Contract

Notice in writing to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written Contract will constitute a Contract for services.

2.3.3 Negotiation Delay

If a written Contract cannot be negotiated within thirty days of notification of the successful Proponent, the GBH may, at its sole discretion at any time, thereafter, terminate negotiations with that Proponent and either negotiate a Contract with the next qualified Proponent or choose to terminate the RFP process and not enter a Contract with any of the Proponents.

2.3.4 Changes to Proposal

By submission of a clear and detailed written notice, a Proponent may amend, or withdraw, its proposal prior to the closing date and time. At closing time, all proposals become irrevocable.

A Proponent will not change the wording of its proposal after closing, and no words or comments will be added to the proposal unless requested by GBH for purposes of clarification.

2.3.5 Proponents' Expenses

Proponents are solely responsible for their own expenses in preparing a proposal. If GBH elects to reject all proposals, GBH will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the proposal, loss of anticipated profit in

connection with any final agreement, or any other matter whatsoever.

2.3.6 Acceptance of Proposal

This Request for Proposals should not be construed as an agreement to purchase services. The GBH is not bound to enter into an agreement with the Proponent that submits the lowest priced tender or with any Proponent. Proposals will be assessed considering the evaluation criteria. The GBH will be under no obligation to receive further information, whether written or oral, from any Proponent.

2.3.7 Liability for Errors

While the GBH has used considerable effort to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for Proponents. Nothing in this RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

2.3.8 Ownership of Proposals

All documents, including proposals, submitted to GBH become the property of GBH. Documents will be received and held in confidence by GBH, subject to the provisions of the *Freedom of Information and Protection of Privacy Act* and this RFP.

2.3.9 Confidentiality of Information

Any portion of this document, or any information supplied by GBH in relation to this RFP may not be used or disclosed for any purpose other than the submission of proposals.

Without limiting the generality of the foregoing, by submission of a proposal, the information pertaining to GBH obtained by a Proponent because of participation in this bid is confidential.

2.4 Evaluation

An evaluation of proposals will be assessed by the Finance Committee and includes employees and board members of GBH. The Finance Committee will make recommendation to the Board of Directors, who shall approve the winning bid. All personnel will be bound by the same standards of confidentiality. GBHs intent is to enter a Contract with the Proponent who has the highest overall ranking.

GBH will award the contract and sign an engagement letter with an independent IT provider that, based on an evaluation of all responses and applying all criteria, is determined by the members of The Finance Committee to be the best qualified to perform the services and at the best value.

2.4.1 Unsuccessful Proposals

At the conclusion of the RFP process, all Proponents will be notified.

2.4.2 Timetable

The below timetable provides the anticipated schedule for the RFP process and signing of a Service Agreement. The timing and the sequence of events resulting from this RFP may vary and shall ultimately be determined by GBH.

Event	Date
Request for Proposals issued	December 30, 2022
Information meeting held (at request only)	January 20-27, 2023
Request for Proposals closing date	February 6, 2023
Proposal evaluations completed (including Board approval), advising winning bid	February 15, 2023
Service Agreement signed	February 28, 2023

2.4.3 Mandatory Requirements

The following are mandatory proposal requirements. Proposals not clearly demonstrating that they meet these requirements will receive no further consideration during the evaluation process.

- The proposal must be received by email by the specified closing date and time.
- The proposal must be in English and must not be sent by facsimile or delivered to our shared space.
- The Proponent must provide written confirmation that the Proponent's proposed audit teams are independent of GBH.

2.4.4 Criteria for Assessment

Proposals meeting the mandatory requirements will be assessed against the evaluation criteria indicated below. GBH is aware of the benefits that can arise from a good quality audit. Accordingly, attributes concerning quality of the Service Provider and provider team, and proposed strategy for service provision, are emphasized below. The following criteria must be specifically addressed in the proposal submission. Failure to address all factors will impair the proposal and GBH will not be obliged to seek clarification or inclusion of vague or incomplete information in making its selection. The lowest proposal in terms of all-inclusive maximum cost will not necessarily be accepted.

It is the responsibility of the Proponents to ensure that their proposals address all the requirements established in the evaluation criteria.

Experience of Proponent and IT Team	30%
1. The capacity and experience of the firm with IT service provision, as well as the size of the Proponent, the experience and capabilities of its partners, managers, and staff in the service provision both scheduled and emergent services for organizations.	
2. The proposed provider team’s experience in the IT services of similar organizations (medium sized, non-profit/charity, essential service), and details of skills or experience which are directly relevant to the capacity of the team to conduct the services to GBH (please provide short bios of the key members of the proposed team).	
3. Information on contributions made by the Proponent in improving the IT services and infrastructure of other organizations similar to GBH.	
4. Quality assurance, quality control, and peer review processes of the Proponent as they would apply to the IT services provided in the past.	
5. The Proponent’s policies on notification to clients of changes in key personnel or service level. Expected turnover of staff assigned to the IT team over the next two to five years	
Proposed service strategy	40%
6. General IT plan for ongoing service onsite and remote, and the articulated plan for requesting service provision (e.g. one business day turn around time for non-emergent requests).	
7. The depth of the perceived needs and understanding of the key issues facing GBH’s IT and infrastructure including: <ul style="list-style-type: none"> a. preliminary service plan and risk assessment b. risk response (e.g., security planning and testing, emergency power and connectivity tie ins, emergency response to mitigate downtime). c. immediate and scheduled recommendations for implementation. d. Response to onboarding and off-boarding responses (method and timeline for requests). e. Response to emergencies and down time 	

Fee	30%
<p>8. The cost up to a committed maximum cost for which the requested work will be performed for each year of the term of the Service Agreement. These amounts should include:</p> <ul style="list-style-type: none"> a. monthly/annual fees; and b. any additional fee rates for overage (emergency) hours c. any rates for major proposed renovations of systems and/or infrastructure (not including equipment rates) d. Charitable contribution, if any 	
Total	100%

3 Appendices

3.1 Appendix A: SERVICE LEVEL AGREEMENT (upon request)