

Request for Proposals Information Technology Support

Introduction

Calgary Arts Development Authority Ltd (CADA) is seeking proposals from qualified technology vendors to provide comprehensive Information Technology (IT) Support Services. The selected vendor will play a crucial role in ensuring the efficient operation, security, and support of Calgary Arts Development's computer systems and data networks. The objective is to ensure the quality of IT support services and maintain the security of Calgary Arts Development's IT infrastructure.

About Calgary Arts Development

- *Vision:* A creative, connected Calgary through the arts where everyone is empowered to live a creative life.
- *Mission:* The arts have the power to create vibrant communities and bring together diverse voices and perspectives. We support artists in the development of their skills and the expression of their creativity. Calgary Arts Development supports and strengthens the arts to benefit all Calgarians.

We acknowledge that the land we gather on, Mohkînsstsis, is the ancestral territory of the Siksikaitstapi — the Blackfoot people — comprising the Siksika, Kainai and Piikani Nations, as well as Treaty 7 signatories, the Tsuut'ina Nation and the Îyârhe Nakoda Bearspaw, Chiniki and GoodStoney First Nations. Today this land is home to Métis Nation Districts 5 and 6 as well as many First Nations and Inuit from across Turtle Island.

We acknowledge that there has been art, music, dance, storytelling and ceremony on this land since time immemorial and it is in the spirit of this land and its people that we do our work.

Background

Calgary Arts Development is based at 150 9th Ave. SW, Suite 1410, Calgary, AB T2P 3H9, with approximately 7,785 square feet of space. Our staff comprises approximately 25 full-time people plus a fluctuating number of contractors (between 5 and 20) who work both in the office and remotely at varying hours of the day. In 2016, we outsourced our IT support and currently rely on an external IT service provider and a full-time in-house IT Help Desk Administrator (Digital Specialist). Ours is a mixed Mac and PC environment requiring a service provider that is comfortable with both. In 2023, we

migrated from a Google environment to Windows 365. As our organization has grown, so has the complexity, including a need for increased on-site and remote IT support.

Computer Infrastructure and Environment

- *Servers:* Azure Dev Ops – Cloud Environment
 - AZ-CADA-AVD – Windows 10
 - CADANAS – QNAP – Linux
 - CADAMGMT
- *Backups:* QNAP and frequent backups on Cloud Environment
- *Computer Equipment:* Mixed environment of PC, Windows Laptop, and MAC
- *Workstations:* 35 (MAC and PC), 2 Virtual Machines (Windows 10, Server 2022)
- *Printers:* Xerox Altalink C8055 and Xerox Versalink C400
- *Operating Systems:* MAC OS and Windows 10 or higher
- *Internet:* Telus with Wireless Access Points, Telus Business Connect Phone Application, Polycom VVX 250 Business IP Phone
- *File Share System:* SharePoint
- *Financial Management Software:* Sage 50
- *External Online Presence:* WordPress website maintained by GOOD Company, hosted on GoDaddy, Flywheel, and Namecheap

Scope of Services Required

The vendor is expected to provide the following services:

1. *Environmental Assessment:* Understand inventory and working environment, assess system architecture, and make recommendations.
2. *Desktop/Laptop Application Support:* Install and support hardware/software, maintain inventory, and provide 24/7 Help Desk support to full-time staff and contractors.
3. *Server and Workstation Administrative Services:* Manage systems, perform preventive maintenance, and support software products.
4. *Network Administration Services:* Manage network equipment, perform troubleshooting, and maintain documentation.
5. *Email, Security, and Backup Efforts:* Ensure security of all systems and accounts, implement data backup policies, and perform security audits.
6. *Long-term IT Planning:* Provide planning and design services for system enhancements.
7. *Other General Requirements:* Understand equipment needs, research software solutions, provide technical guidance, identify redundancies, and ensure effective communication.

8. Full IT report at the end of each year outlining where we are compliant or in need of updates or changes to our IT equipment, network, and environment.

Not Included

The contract does not obligate Calgary Arts Development to purchase computer equipment, hardware, licenses, or software from the vendor, although we would like that included as an option.

Submittal Requirements

1. *Cover Letter*: Company/Individual details, understanding of services, commitment, and proposal summary.
2. *Background Information*: Length of time in business, total clients, non-profit clients, staff resources, and office location(s).
3. *Statement of Work*: Description of how services will be provided.
4. *Pricing*: All fees including annual, monthly, and hourly fees, pricing structure, additional charges, and warranties.
5. *Conflict of Interest*: Statement on potential conflicts and disclosure procedures.
6. *References*: Three references from similar-sized non-profit organizations.
7. *Selection Criteria*: Evaluation based on demonstrated abilities, pricing, and continuity.

RFP Timeline

- **January 15, 2024**: RFP release date
- **February 12, 2024 at 5pm MT**: Clarifying questions due
- **February 23, 2024 at 5pm MT**: Deadline for proposals
- **March 4 – 8, 2024**: In-person interviews
- **March 18, 2024**: Selection announcement

Proposal Submission Specifications

- Submit proposals to Helen Moore-Parkhouse, Director, Communications & Events, via email at helen.moore-parkhouse@calgaryartsdevelopment.com.
- Subject line: *Response to CADA Information Technology RFP*.