Kwanlin Dün First Nation

Request for Proposal (RFP) for MSP
Proposal Deadline: October 30, 2024, 5:00 PM Yukon Standard Time

1. Project Overview

Kwanlin Dün First Nation (KDFN) is requesting proposals from qualified **Managed Service Providers (MSP)** to deliver **co-managed IT services**. The MSP will provide supplemental IT support, working alongside KDFN's in-house IT team to offer a scalable and flexible service model. We are a **budget-conscious organization** seeking an MSP on a standby basis, offering a minimal number of committed hours, with additional support as required.

The selected MSP will be responsible for offering **Tier 1**, **Tier 2**, and **Tier 3** support, ranging from helpdesk services to infrastructure support and architectural/strategic planning. The MSP must deliver these services cost-effectively while maintaining the flexibility to scale up resources during peak times or for project-based support. We are a **budget-conscious team** seeking an MSP on a standby basis, offering a minimal number of committed hours, and additional support as required.

2. Scope of Work

The selected MSP will provide the following levels of IT support services:

Tier 1 (Helpdesk Support)

- Handle basic technical support tickets, including user support for software issues, hardware troubleshooting, and password resets.
- Offer remote assistance for device setup, connectivity issues, and printer troubleshooting.

Tier 2 (Infrastructure Support)

- Provide network troubleshooting, including routers, switches, and firewall management.
- Support server infrastructure, including backup management, monitoring, and disaster recovery.
- Assist with storage management, including NAS/SAN support and Active Directory issues.

Tier 3 (Architectural and Strategic Support)

- Provide high-level architectural advice for IT infrastructure planning and upgrades.
- Support IT governance development, security protocols, and network architecture design.
- Assist in developing strategic IT plans, including system migration or expansion.

Project-Based Support

- Support for IT projects such as inventory reviews, audits, or infrastructure upgrades.
- For each project, the MSP should clearly outline how the work will be structured, the expected deliverables, and the pricing model for both hours worked and any additional resources.

3. MSP Support Plan Requirements

To ensure a comprehensive understanding of KDFN's requirements, vendors should submit a detailed **Support Plan** that includes the following:

1. **Minimum Standby Hours**: Propose the minimum standby hours required for ongoing support. Clearly define what services will be covered under this minimum commitment and the approach for handling ad-hoc support requests.
2. **Exact Pricing Per Hour**:
   Vendors are required to provide **exact hourly rates** for each support tier:
   - **Tier 1**: Helpdesk support
   - **Tier 2**: Infrastructure support
   - **Tier 3**: Architectural/strategic support

   The pricing should allow KDFN to accurately estimate costs based on the number of hours required for various levels of support.

1. **Response Times and SLAs**:
   Provide clear **response times** for each tier (Tier 1, Tier 2, and Tier 3). Include a detailed **Service Level Agreement (SLA)** for response and resolution timelines, including expectations for **escalation processes** during urgent issues.
2. **Notice for Additional Support**:
   Outline the **notice period** required to scale up resources for additional support during high-demand periods or special projects. Include pricing for both planned and emergency support hours.
3. **Onboarding Costs and Timeline**:
   Provide a detailed plan for the **onboarding process**, including how long it will take and the associated costs. This should cover initial system assessments, staff introductions, and the setup of monitoring and ticketing systems.
4. **Project-Based Work**:
   Include a detailed breakdown of how project-based support will be structured and priced. Projects could include tasks like **inventory review**, infrastructure audits, system migrations, and upgrades. Vendors must provide a cost breakdown, including hourly rates, resources required, and any potential additional costs.
5. **MSP Tools and Compatibility**:
   List the tools you will use for monitoring, ticketing, and remote support. Ensure these are compatible with KDFN's existing infrastructure and include any required integration steps.
6. **Scalability Strategy**:
   Include a **scalability clause** that outlines how your team will handle periods of high demand and how you can quickly scale your resources when additional IT support is required.
7. **Security and Compliance**:
   Provide information about your **cybersecurity capabilities** and certifications (e.g., ISO 27001, SOC 2), particularly for securing KDFN's data and infrastructure. Include details on how you handle security and compliance, including regular updates and audits.

4. Experience and Expertise

Vendors must provide evidence of their expertise in delivering co-managed IT services, specifically for public sector or First Nations organizations. This should include:

1. **Project References**:
   Provide **three references** for similar projects. For each reference, include the following:
   - **Project Overview**: Describe the scope of work, objectives, and outcomes.
   - **Client Contact Information**: Provide the name, title, and contact details for a client representative.
2. **Organizational Chart**:
   Submit an **organizational chart** illustrating the team structure, particularly the roles and responsibilities of the team assigned to KDFN.
3. **Team Expertise and Credentials**:
   List the **certifications** and **experience** of the team members who will be allocated to this project, including roles in Tier 1, Tier 2, and Tier 3 support.

5. Project Timeline

The timeline for onboarding and providing MSP services is as follows:

- **Onboarding and System Assessment**: January 15 – January 30, 2025
- **Ongoing Standby Support**: February 1, 2025, onwards
- **Project-Based Support**: As required, based on KDFN's needs

6. Q&A Session

A **Q&A session** will be held for vendors on **October 8, 2024**, from **11:00 AM to 12:30 PM Yukon Standard Time**. Vendors are invited to email **communications@kdfn.net** to request a meeting link.

7. Budget and Cost Structure

Vendors should provide a detailed and transparent **cost breakdown**, ensuring KDFN has full clarity on the financial implications of onboarding an MSP. The cost structure must include:

1. **Standby Support Costs**:
   - Provide **exact hourly rates** for each service tier (Tier 1, Tier 2, and Tier 3).
   - Clearly define the **minimum standby hours** required for ongoing support and the associated costs.
   - Provide pricing for **additional support hours** beyond the standby period, including emergency or short-notice support.
2. **Project-Based Support Costs**:
   - **Include detailed pricing** for project-based work, such as major infrastructure upgrades, system migrations, or special IT projects like an **inventory review**.
   - Explain how the project would be structured in terms of resources, timelines, and costs.
   - Provide a breakdown of what costs are associated with **planning**, **execution**, and **support** for each specific project.
3. **Onboarding Costs**:
   - Outline all costs associated with the **initial onboarding** process, including any setup, training, or system assessments required to familiarize the MSP with KDFN's IT environment.

4. **Tool and Licensing Costs**:
   ○ Include the costs (if applicable) for any tools used for monitoring, ticketing, and remote support. Specify whether these tools come with licensing fees or are included in the overall service package.

By providing these specific details, KDFN should be able to assess **exactly how much it will cost** to engage the MSP for ongoing support, additional hours, and project-based work. We are a **budget-conscious team** seeking an MSP on a standby basis, offering a minimal number of committed hours, and additional support as required.

8. Evaluation Criteria

Proposals will be evaluated based on the following factors:

- **Experience and Expertise**: Demonstrated expertise in providing co-managed IT services, especially for public sector or First Nations organizations.
- **Support Plan**: The ability to provide an effective support plan with minimal standby hours and defined escalation processes.
- **Cost Effectiveness**: A clear and transparent cost breakdown, with competitive pricing for standby, additional hours, and project-based services. The ability to provide KDFN with predictable costs for both regular support and ad-hoc project work will be critical.
- **Response Times and SLAs**: Clear definition of response times and adherence to agreed SLAs.
- **Team Qualifications**: The qualifications and certifications of the team assigned to KDFN.
- **Security and Compliance**: Demonstrated ability to manage security risks, comply with best practices and standards (e.g., ISO 27001, SOC 2), and offer tools compatible with KDFN's infrastructure.

9. Proposal Submission Requirements

All proposals must be submitted electronically to **communications@kdfn.net** no later than **October 20, 2024, 5:00 PM Yukon Standard Time**. Late submissions will not be considered.

Each submission should include the following:

1. **Detailed Support Plan** (minimum standby hours, response times, escalation process, onboarding, etc.).
2. **Cost Breakdown** (standby, additional hours, onboarding, project-based costs).
3. **Experience and References** (three references with client details and similar project descriptions).
4. **Organizational Chart and Team Credentials** (showcasing team roles and experience).
5. **Security and Compliance**: Details on how security and compliance will be managed, including relevant certifications.
6. **Exact Pricing for Project-Based Work**: Include how projects like inventory review, system upgrades, or other ad-hoc tasks would be structured and priced, including planning, execution, and ongoing support costs.

10. Final Decision

The proposals will be reviewed by KDFN's internal evaluation team. Following the evaluation, a report will be prepared and presented to the KDFN Council for approval. The project will only proceed if

approved by the Council, and the timeline for the decision will be communicated to all vendors after the evaluation process.

Prepared by:
 IT Department, Kwanlin Dün First Nation
 Date: September 25, 2024