

Request for Proposal (RFP) for MSP

Issued by: Kwanlin Dün First Nation (KDFN)

Updated Proposal Deadline: October 27, 2024, 5:00 PM Yukon Standard Time

1. Deadline Extension

The original deadline was **October 20th, 2024** and October 30th was a mistake. We have extended the submission deadline to **October 27th, 2024**. Please adjust your schedules accordingly.

2. KDFN Staff and Devices

KDFN currently supports **250+ staff** and devices. This includes desktops, laptops, cell phones, and tablets used by employees across departments.

3. Ticket Volume

KDFN handles around **20 tickets per day**, with a peak of **50 tickets on busy days**. We currently do not have a formal ticketing system in place but are in the process of deploying one. The MSP is expected to integrate with this system, ensuring that ticketing data is accessible to KDFN. Please include how you will handle ticketing integration in your proposals.

4. Hardware and Devices Inventory

- **200 desktops** (dual monitors)
- **100 laptops**
- **200+ cell phones** (Samsung/iPhone)
- **Cisco switches** (9300 and some 9200)
- **Sophos firewalls**
- **Motorola point-to-point connections** (remote building connectivity)
- **On-premise servers**: 8 servers, 1 VM server with 5 VMs
- **VoIP phone system**
- **Buffalo TeraStation (Raid 5)** – 5 total units for backup

5. Internal Team Resources

The current IT team consists of **3 technical staff**: 2 senior and 1 junior resource.

6. Day-to-Day IT Challenges

The internal team handles day-to-day tasks such as **break-fix situations, network maintenance, vendor management, and project work**. However, knowledge gaps arise occasionally for less common or complex issues, which is where MSP support is needed.

7. MSP Integration with KDFN Tools

KDFN will rely on the MSP to assess how flexible they are in working with our tech stack. While we do not have proprietary tools, we expect the MSP to integrate seamlessly with the tools we implement internally. We intend to use our own tools such a ticketing system or systems monitoring tools.

8. MSP Role: Proactive or Reactive

The MSP will act as a **supplemental resource** for both day-to-day tasks and project-based work. We expect the MSP to handle **proactive management** while also being available for tickets as needed. Please outline how you plan to onboard with minimum hours.

9. Network Setup

KDFN operates across **9 buildings** connected through **fiber**. **3 remote locations** are connected via **point-to-point wireless connections** located approximately 15 kilometers from the main offices.

10. Mobile Device Management

KDFN uses **SureMDM** for mobile device management. The MSP is expected to support this as part of the scope of work.

11. Onsite Work Requirements

Onsite presence is necessary for certain tasks, and we would like to see a clear outline of cost implications for onsite visits in your proposal. Additionally, scheduling flexibility will be important for onsite work.

12. Endpoint Protection and Backup Systems

KDFN uses **Windows Defender** for endpoint protection and has daily **differential backups** across its 5 Buffalo TeraStations. The MSP will assist in maintaining these systems and ensuring robust endpoint protection.

13. Evaluation Criteria

Proposals will be evaluated based on a **price-driven approach**, with deliverables and support being crucial elements. KDFN is budget-conscious and expects efficient use of resources within this framework.

14. Software Environment

KDFN is primarily a **Microsoft shop**.

15. Security Audits

KDFN has recently undergone a **security audit**. The MSP will need to support the ongoing recommendations from that audit.

16. Offshore Products

Due to privacy concerns, particularly around personal information, products used by KDFN must ideally be hosted within **Canadian borders**. Offshore solutions are discouraged.

Prepared by:

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