ALBERTA RECYCLING

Request for Proposal

PROJECT: IT SUPPORT SERVICES

DOCUMENT CHANGE HISTORY

A history of changes to this document is captured below.

Revision	Date	Change Description	Author
1.0	Aug 23, 2011	Initial Version	Ben Habing

REFERENCES

This document references the following documents, proposals, and/or applicable contracts.

Document	Author	Date / Rev.
No references noted.		

TABLE OF CONTENTS

Document Change History 2
References 2
Table of Contents 3
Statement of Work 4
Purpose 4
Scope 4
General Information 5
Original Document 5
About Alberta Recycling 5
Existing Environment 6
Project Timeline & Critical Dates 6
Proposal Preparation Instructions 7
Vendor's Understanding of the RFP 7
Good Faith Statement 7
Communication 7
Scope of Work, Specifications & Requirements 10
Functional Requirements 10
Technical Requirements 10
Procedural Requirements 10
Vendor Qualifications & References 11
Estimated Pricing 11
Additional Terms & Conditions 12
Personal Information 12

STATEMENT OF WORK

This document outlines the purpose, scope, requirements, timelines, and proposal submission instructions for use in responding to this Request for Proposal (RFP).

PURPOSE

Alberta Recycling has initiated a project to select a general IT support provider for our computing environment.

Alberta Recycling seeks to improve the quality of IT support that we receive. Key improvement areas include:

- Improved troubleshooting and support for currently deployed devices (i.e. iPhones, servers, desktop/laptop computers, etc…).
- Improved communication and awareness of impact changes can cause to current infrastructure.
- Improved documentation of computing environment and support services provided through reporting, and;
- Move to a more proactive technology support model.

This RFP provides vendors with the relevant operational, performance, application, and architectural requirements of the service.

SCOPE

The scope of this RFP covers the computing environment as installed at the Alberta Recycling Administration Office, mobile laptops/notebooks, and mobile phones. Technical information regarding the environment is located in the following section.

Out-of-Scope for this service is the support of the Microsoft Dynamics application.

GENERAL INFORMATION

ORIGINAL DOCUMENT

Alberta Recycling shall retain this original document, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these, in the vendor's submission, is grounds for immediate disqualification.

ABOUT ALBERTA RECYCLING

The Alberta Recycling Management Authority ("Alberta Recycling") is an independent organization, delegated by the Government of Alberta to manage the recycling of tires, electronics, and paint in Alberta.

Alberta Recycling manages the remittance and expenditures of program revenues within its three divisions: Electronics Recycling Alberta (ERA), Tire Recycling Alberta (TRA) and Paint Recycling Alberta (PRA).

MEMBERSHIP

Alberta Recycling is governed by a stakeholder board responsible for overseeing certain provincially mandated recycling programs in Alberta. Alberta Recycling members appoint representatives to the Board. Alberta Recycling's members are:

- Alberta Association of Municipal Districts and Counties (AAMD&C)
- Alberta Urban Municipalities Association (AUMA)
- Association of Professional Engineers, Geologists and Geophysicists of Alberta (APEGGA)
- Environmental Services Association of Alberta (ESAA)
- Recycling Council of Alberta (RCA)
- Toxics Watch Society of Alberta
- Alberta Environment

In addition to representatives from these organizations, the Board also includes a public-at-large representative, serving as chair, and industry-at-large representatives, each appointed by the Minister of Environment. The Board also appoints Industry Councils for each program, the chairs of which are also members of the Board.

ROLE AND RESPONSIBILITIES OF ALBERTA RECYCLING

- Administers public funds, and accountable to the Government of Alberta, membership and public
- Accountable through formal programs, business plans, budgets and annual reports
- Provides oversight of programs
- Ensures an integrated approach to managing the recycling of designated materials

EXISTING ENVIRONMENT

The existing environment at Alberta Recycling is based on HP Proliant Servers, Procurve networking, and Windows-based applications. Further information on the technical environment at Alberta Recycling can be obtained by requesting, in writing, a copy of SCHEDULE 1 of this RFP.

PROJECT TIMELINE & CRITICAL DATES

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization's needs or unforeseen circumstances. Changes will be communicated by e-mail to all invited bidders and bidders that have notified Alberta Recycling of their intention to participate in this RFP.

Issuance of RFP	Aug 23rd, 2011 at 9:00 AM MDT
Technical Questions/Inquiries	Sep 2nd, 2011 at 3:00 PM MDT
RFP Closes	Sep 9th, 2011 at 3:00 PM MDT
Complete Initial Evaluation	Oct 7th, 2011
Final Award Notification	TBD

PROPOSAL PREPARATION INSTRUCTIONS

The following sections outline the responsibilities in submission and Alberta Recycling's evaluation of the proposals.

VENDOR'S UNDERSTANDING OF THE RFP

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries as necessary to gain such understanding. Alberta Recycling reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, we reserve the right to determine, at our sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to Alberta Recycling.

GOOD FAITH STATEMENT

All information provided by Alberta Recycling in this RFP is offered in good faith. Individual items are subject to change at any time. Alberta Recycling makes no certification that any item is without error. Alberta Recycling is not responsible or liable for any use of the information or for any claims asserted therefrom.

COMMUNICATION

Verbal communication shall not be effective unless formally confirmed in writing by a specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

VENDORS' INQUIRIES

Applicable terms and conditions herein shall govern communications and inquiries between Alberta Recycling and vendors as they relate to this RFP. Inquiries, questions, and requests for clarification related to this RFP are to be directed in writing to:

Alberta Recycling
PO Box 189
Edmonton, AB T5J 2J1
Attention: Nathan Dorward
Telephone: 780-990-1111
Fax: 780-990-1122
E-mail: ndorward@albertarecycling.ca

INFORMAL COMMUNICATIONS

Informal Communications shall include, but are not limited to:

- Requests from/to vendors or vendors' representatives in any kind of capacity, to/from any Alberta Recycling employee or representative of any kind or capacity with the exception of the designated contact for information, comments, speculation, etc.
- Inquiries for clarifications and information that will not require addenda may be submitted verbally to the designated contact at any time.

FORMAL COMMUNICATIONS

Formal Communications shall include, but are not limited to:

- Questions concerning this RFP must be submitted in writing and be received prior to the deadline listed in the above section.
- Errors and omissions in this RFP and enhancements. Vendors shall recommend to Alberta Recycling any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to Alberta Recycling any enhancements, which might be in Alberta Recycling best interests. These must be submitted in writing and be received prior to the deadline noted previously in this document.
- Inquiries about technical interpretations must be submitted in writing and be received prior to the deadline noted previously in this document. Inquiries for clarifications/information that will not require addenda may be submitted verbally to the buyer named above at any time during this process.
- Verbal and/or written presentations and pre-award negations under this RFP.
- Addenda to this RFP.

ADDENDA

Alberta Recycling will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within 2 business days. Where possible, all questions, answers, and addenda will be shared with recipients.

Alberta Recycling will not respond to any questions or requests for clarification that require addenda, if received by Alberta Recycling after the deadline for questions and clarifications noted above.

BIDDER'S MEETING

Should sufficient questions arise, Alberta Recycling, at its discretion may choose to schedule and conduct a Bidder's Meeting to provider further clarification and information in regards to this RFP.

PROPOSAL SUBMISSION

Proposals must be delivered sealed, via post, or email to:

Nathan Dorward (ndorward@albertarecycling.ca)
Alberta Recycling
PO Box 189
Edmonton, AB T5J 2J1

If submitting in paper form, vendors are to submit one original copy of proposal marked "Original" and two copies of proposal marked "Copy". Each original and copy must be individually bound. Please provide one electronic copy on a CD or other suitable media.

If submitting in electronic form, one copy will suffice.

CRITERIA FOR SELECTION

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, and organization. The purpose of this RFP is to identify those vendors that have the interest, capability, and financial strength to meet the specifications and requirements of this RFP.

Selection criteria will include, but are not limited to:

1. Capability of vendor to meet or exceed requirements set forth in Scope of Work.
2. Expressed interest in working with Alberta Recycling.
3. Financial stability.
4. Ability of vendor to communicate its vision and capacity for establishing a relationship that addresses current and future needs and trends in the industry.
5. Apparent likelihood and desirability of proposed service.

Environmentally Preferable Practices

As an environmentally conscious organization, Alberta Recycling takes into consideration any environmentally sustainable policies and initiatives that vendors operate under when selecting a vendor to engage. While not a heavily weighted factor in our decision, we would like to request that you provide any information relating to your companies environmentally preferable practices

SELECTION AND NOTIFICATION

Vendors determined by Alberta Recycling who possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Written notification will be sent to these vendors via mail. Those vendors not selected for the negotiation phase will not be notified.

SCOPE OF WORK, SPECIFICATIONS & REQUIREMENTS

FUNCTIONAL REQUIREMENTS

1. Vendor must provide a single point of contact for requesting support. Acceptable points of contact include; email and telephone.
2. Service offering must support 24/7 support requests.
3. Vendor agrees to respond to requests for support within 15 minutes of an urgent support request, within 1 hour for non-urgent requests. When responding, Vendor shall indicate either an expected resolution time for completion of the request or when the requestor can expect a status update on an issue.
4. Vendor will be able to identify trends in support requests, and work with Alberta Recycling to provide proactive measures for addressing any root causes associated with repeating requests that are similar in resolution.

TECHNICAL REQUIREMENTS

1. Vendor should be able to provide information for establishing a desktop/laptop imaging system for reducing the disruption to a single employee in the event of their desktop/laptop being unusable.
2. Vendor will demonstrate technical competency in maintaining and supporting the technologies as defined in Schedule 1.

PROCEDURAL REQUIREMENTS

1. Vendor will agree to provide Alberta Recycling regular monthly reports of the following information:
    a. Number of requests Opened (Current Month)
    b. Number of requests Completed
    c. Aging of open or Pending requests (Current Month)
    d. Average time to resolve requests (Current Month)
    e. For the previous three months, a report showing the number of requests opened.(Open, closed, completed, cancelled, aging, time to resolve, etc…)
2. Vendor can assist Alberta Recycling with establishing checklists and system builds for new hires.
3. Vendor will agree to conform and follow with Alberta Recycling's Change Management procedures (once developed, or provide suitable procedures via Vendor's processes and/or quality system.).
4. Vendor will have defined escalation procedures.

VENDOR QUALIFICATIONS & REFERENCES

All vendors must provide the following information for consideration with the proposed solution.

1. A brief outline of the vendor company and services offered, including:
    a. Full legal name of the company
    b. Year business was established
    c. Number of people currently employed
2. An outline of the product line-up and/or services they currently support.
3. An outline of their partnerships and relationships to date.
4. References: Contact information for three references from service offerings similar in size, application, and scope and a brief description of their implementation.

ESTIMATED PRICING

Submit estimated costs for providing the service. Include any amounts for setting up the service as well as the posted Time & Materials rate for any project related activities. Vendor agrees to keep prices valid for 30 days past the date the RFP is awarded.

Contract terms will be considered of up to 3 years, with annual reviews.

ADDITIONAL TERMS & CONDITIONS

PERSONAL INFORMATION

GENERAL

Depending on the circumstances, Alberta Recycling may require information related to the qualifications and experience of persons who are proposed or available to provide services. This may include, but is not limited to, resumes, documentation of accreditation, and/or letters of reference. The Respondent should not submit as part of its Response any information related to the qualifications, experience of persons who are proposed or available to provide services unless specifically requested. Unless specifically requested, any such information, whether in the form of resumes or other documentation, will be returned immediately to the Respondent. Alberta Recycling will treat this information in accordance with the provisions of this Section.

REQUESTED PERSONAL INFORMATION

Any personal information that is requested from each Respondent by Alberta Recycling shall only be used to consider the qualified individuals to undertake the project/services and to confirm that the work performed is consistent with these qualifications. It is the responsibility of each Respondent to obtain the consent of such individuals prior to providing the information to Alberta Recycling. Alberta Recycling will consider that the appropriate consents have been obtained for the disclosure to and use by Alberta Recycling of the requested information for the purposes described.

NON-DISCLOSURE AGREEMENT

Alberta Recycling reserves the right to require any Respondent to enter into a non-disclosure agreement.

COSTS

The RFP does not obligate Alberta Recycling to pay for any costs, of any kind whatsoever, which may be incurred by a Respondent or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of Alberta Recycling, subject to claims of confidentiality in respect of the Response and supporting documentation.

INTELLECTUAL PROPERTY

The Respondent should not use any intellectual property of Alberta Recycling including, but not limited to, all logos, registered trademarks, or trade names of Alberta Recycling, at any time without the prior written approval of Alberta Recycling, as appropriate.

RESPONDENT'S RESPONSES

All accepted Responses shall become the property of Alberta Recycling and will not be returned.

GOVERNING LAW

This RFP and the Respondent's Response shall be governed by the laws of the Province of Alberta.

LIABILITY

Alberta Recycling shall not be liable to any Respondent, person, or entity for any losses, expenses, costs, claims, or damages of any kind:

- Arising out of, by reason of, or attributable to, the Respondent responding to this RFP; or
- As a result of the use of any information, error, or omission contained in this RFP document or provided during the RFP process.

ENTIRE RFP

This RFP, any addenda to it, and any attached schedules, constitute the entire RFP.