

REQUEST FOR PROPOSALS

Advisory Services – Strait Area Inter-Municipal IT Service

29 January 2021

Summary

The Municipality of the County of Antigonish, Town of Antigonish, Municipality of the County of Inverness, Town of Port Hawkesbury, Municipality of the District of St. Mary's and the Municipality of the County of Victoria (the Partnership) have endeavoured to assess the information technology (IT) needs of each of the municipal units within the Partnership and develop options for the establishment of an inter-municipal information technology service.

In 2020, an asset inventory & assessment, and the development of individual and group action plans related to information technology was completed to support this end. The Partnership is now desirous of advisory services to develop a formal three-year start up plan, including proposed operating and capital budgets and a funding formula, that will facilitate final participation decisions of each partner.

Scope of Work

The Group Action plan and municipal IT assessments completed in 2020 describes a shared service model for IT services and provides a three-phase action plan to address specific gaps in the Partners' existing services. Costing and timeline estimates are also provided. This information is helpful; however, additional information is being sought by the Partnership so that each participating municipality can consider its options and make an informed decision concerning the provision of IT services.

Specifically, the Partnership is looking for the following deliverables:

1. Development of a three-year start-up plan for an IT shared service based on the group and individual IT assessments including:
 - Order and timing of initiatives to establish an inter-municipal IT service from origin to operation in the first three-years, identifying any specific initiatives for each municipality and common initiatives for all partners.
 - Draft three-year capital and operational budgets for the inter-municipal IT service.
 - A funding formula for the appropriate division of costs among the Partners.
2. Review and feedback on drafts of an Inter-Municipal Agreement establishing the inter-municipal IT service.
3. Development of a job description and assistance in hiring an "IT Director" to complete the start-up plan, including participation in a hiring panel and feedback on the hiring process (if the proposed organization moves forward).

Background

A Group Action Plan and individual assessments for each partner were completed in 2020. The action plan is in response to the information gathered across a series of stakeholder interviews and detailed scans of IT infrastructure. The municipal partners are considering establishing a Shared Services IT organization that will advance their IT capabilities and infrastructure. Key goals of the municipalities addressed in this plan include:

- Improved IT asset management
- Reduced incidents of IT outages in both end user devices and back office systems.
- Increased user support and reduced user downtime.
- Improved cyber security posture and mitigation of existing risk.
- Improved privacy compliance.
- Establish procedures and processes to both increase technology-based capabilities and reduce the occurrence of associated issues (problem lifecycle management).

This action plan addresses the requirements with the following approach:

- A summary of existing infrastructure is given from information gathered by the scans and in discussions with stakeholders.
- A proposed shared service operational model is described, addressing governance, funding, staffing and basic internal processes.
- A phased menu of IT service items and recommendations laid out in a way that strategically builds on capabilities by implementing foundational elements first, followed by more complex and longer-term items that have one or more prerequisites.
- A roadmap is described that lays out an immediate plan for kickstarting a shared services organization and starting to implement the initial set of higher-priority recommendations.

Request

The group and individual action plans provide a great deal of information on gaps and proposed activities to establish an Inter-Municipal IT Service. The purpose of this engagement is to develop operational plans and budgets based on the work completed to date so the Partnership can assess the cost and benefit of an Inter-Municipal IT Service and assist in operationalizing the group action plan. Further engagement with the partners will be required to complete this work.

Interested parties are asked to provide a proposal including a lump-sum cost and timeline to complete the work identified in the Scope of Work above. Additionally, the proposal shall include background and experience of the individual / organization providing similar services to another public sector organization including recent

references. Suggestions for other complimentary activities not identified in this request that the Partnership may consider, including an hourly rate and expected time to complete the work, will also be evaluated if included.

The Partnership is desirous of completing Deliverable #1 in the Scope of Work by March 31, 2021.

Evaluation

Proposals will be evaluated for best value on the following basis:

Cost	30%
Outline & Timeline	30%
Experience in Similar Service Provision	20%
Professional Experience & Background of Individual / Organization	20%
TOTAL	100%

Deadline

Please submit your proposal to Glenn Horne, CAO, Antigonish County, by Tuesday, February 16, 2021, at 2pm local time via email to glenn.horne@antigonishcounty.ns.ca. Late submissions will not be considered.

General Terms and Conditions

Confidentiality

Material and information provided to the consultant by the Partnership must be kept confidential. All information and documentation are to be treated as confidential and not to be released unless permission is granted by the Partners unless they are identified as public documents.

Costs incurred by the Proponent

All costs and expenses incurred in the preparation and submission of a quote shall be borne by the consultant. There shall be no direct or indirect payment for the preparation of a submission or to attend interviews in response to this Request for Quotation.

Freedom of Information

All documents, including submissions of a quote to the partners, become the property and a record of the partners; as such are subject to the Nova Scotia's Freedom of Information and Protection of Privacy Act and the Nova Scotia Municipal Government Act. By submitting a quote, the proponent is agreeing to public disclosure of its contents as required under these Acts.