



**REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES**

**City of Iqaluit
Iqaluit, NU**

PROPOSAL CALL: May 16, 2019

**PROPOSALS DUE: June 12, 2019
before 3:00:00 PM E.D.T.**

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

1.0 GENERAL

1.1 Introduction

The City of Iqaluit is seeking Proposals for **IT Systems Upgrade Services** for the City's various IT Infrastructure requirements "the Project" for the City of Iqaluit. The purpose of this Request for Proposals is to select qualified consultants to complete the scope of work outlined in Appendix A.

The requirements of the submission are outlined in Sections 2 and 3 of this RFP.

1.2 Background

The City of Iqaluit operates a network comprised of Windows workstations, Windows-based database and application servers, networking equipment, and related Information and Communication Technology devices. City staff use these to access services such as e-mail, scheduling, financial and HR management applications, city services reporting systems, and payment processing software and devices.

The city employs between 90 and 110 staff who access the services provided using a total of 80 workstations, laptops, and tablets across 5 locations.

Nearly all servers, network equipment, and workstations currently in use are past or nearing their end of life. Additionally, most operating system and database software currently in use is either past or nearing end-of-life. Most are running Windows 7 or Server 2008 R2 which is end-of-life in January 2020.

Due to an increasing rate of failure and rising costs to maintain many of these systems, the City is requesting a consultant to supply and install the required upgrades as identified in the scope of work.

For details on the scope of work, please refer to Appendix A – Terms of Reference.

1.3 Definitions

In this RFP the following definitions shall apply:

"City" or "Owner" means City of Iqaluit;

"Contract" means a formal written agreement between the and the successful Proponent to undertake the services, the preferred form of which is attached as Appendix B;

"Proponent" means an entity that submits a Proposal;

"Proposal" or "Submission" means a Proposal submitted on response this RFP;

"RFP" means Request for Proposal;

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

“Site” means the place or places where the services are to be performed;

“Successful Proponent” means the Proponent selected to enter into negotiations for a contract.

2.0 INSTRUCTIONS TO PROPONENTS

2.1 Submission

Proponents must submit electronic (PDF) copies of their Proposal(s), emails are to be received before 3:00:00 pm EDT on June 12, 2019 addressed to:

Matthew Van Strien
Procurement Officer
City of Iqaluit
M.VanStrien@city.iqaluit.nu.ca

Emails should be clearly marked in the subject line with “City of Iqaluit – IT System Upgrade” and the Proponent name.

Proponents shall submit a Cost Submission form identifying the corresponding costs, as shown in Appendix B.

Proposals shall be in two parts to ensure that the price does not influence the technical evaluation as follows:

Part 1 – Technical shall have one file name in the form of:

IT Upgrade Services - Part 1 Technical - Proponent name or abbreviation

Part 2 – Financial shall have one file name in the form of:

IT Upgrade Services - Part 2 Financial - Proponent name or abbreviation

Proposals must be addressed, delivered and available to the in accordance with the proposal delivery process below:

The submitted Proposal documents shall be in PDF format compatible with Adobe Acrobat Reader 9.

The submitted Part 2 – Financial document shall be secured so that a password is required to open the file and the password must not be submitted with the Proposal.

The submitted Part 1 – Technical document shall not include any financial information.

If the Technical submission reveals any financial information or the Part 2 Financial is not secured with a password the submission will be deemed non-compliant and no further evaluation will be completed.

The Owner will request that the Part 2 password be submitted by the Proponents that have satisfied Part 1 of the evaluation process. The proponent must provide the password with in 24

**CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES**

hours of the request. The owner reserves the right to deem the submission as non-compliant if the password is not provided within this timeframe.

Proponents are encouraged to allow appropriately sufficient time for the transfer of their electronic proposal submissions, recognizing that large files received at the same time may overload a server.

The total size of email submissions should be less than 9MB in size to facilitate delivery and adequate time must be allowed for delivery. It is the Proponent's responsibility to confirm successful receipt of the email submission prior to the deadline.

The final decision on whether to accept late Proposals is at the City's discretion.

2.2 Inquiries and Amendments

All inquiries concerning this RFP are to be directed by email only to:

Matthew Van Strien
M.VanStrien@city.iqaluit.nu.ca

The deadline for submitting inquiries is 5 business days prior to the date and time of the submission deadline.

To ensure consistency and fairness to all Proponents, all firms who have received the RFP will receive any information with respect to significant inquiries in the form of written addenda. Verbal explanations or instructions will not be provided.

2.3 Proponent Requirements

The successful Proponent(s) must have a valid City of Iqaluit Business License prior to award of any Contract.

2.4 Solicitation of Council Members, City Staff and City Consultants

Proponents and their agents will not contact any member of the City Council, City Staff or City Consultants with respect to this RFP, other than the those named in Section 2.2, at any time prior to the award of a contract or the cancellation of this RFP.

2.5 Terms and Conditions

2.5.1 Submission of a Proposal constitutes acknowledgement that the Proponent has read and agrees to be bound by all the terms and conditions of this RFP.

2.5.2 The City will not make any payments for the preparation of a response to this RFP. All costs incurred by a Proponent will be borne by the Proponent.

2.5.3 This is not an offer. The City does not, by virtue of this Proposal call, commit to an award of a Proposal, nor does it limit itself to accepting the lowest price or any Proposal

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

submitted, but reserves the right to award this Proposal in any manner deemed to be in the City's best interest.

- 2.5.5 The City has the right to cancel this RFP at any time and to reissue it for any reason whatsoever, without incurring any liability and no Proponent will have any claim against the City as a result of the cancellation or reissuing of the RFP.
- 2.5.6 The City will not be responsible for any Proposal that does not indicate the RFP reference, and the Proponent's name.
- 2.5.7 The City will not be responsible for any Proposal that is delivered to any address or in any manner other than that provided in Section 2.1 of this RFP.
- 2.5.8 If a contract(s) is to be awarded as a result of this RFP, it will be awarded to the Proponent whose Proposal for each service, in the City's opinion, provides the best potential value to the City and is capable in all respects to perform fully the contract requirements and has the integrity and reliability to assure performance of the contract obligations.
- 2.5.9 If the City decides to award a contract(s) based on a submission received in response to this RFP, the Successful Proponent(s) will be notified of the intent to award in writing, and the subsequent execution of a written agreement shall constitute the making of a Contract. Proponents will not acquire any legal or equitable rights or privileges whatsoever until a Contract is signed by both parties.
- 2.5.10 In the event of any inconsistency between this RFP, and any ensuing Contract(s), the Contract shall govern.
- 2.5.11 Any Contract(s) will be in the form of the City's standard "City of Iqaluit Services Agreement" and it will contain the relevant provisions of this RFP, the accepted Proposal as well as such other terms as may be mutually agreed upon, whether arising from the accepted Proposal or as a result of any negotiations prior or subsequent thereto. The City reserves the right to negotiate modifications with any Proponent who has submitted a Proposal.

A copy of the Services Agreement is included as Appendix C.
- 2.5.12 Any amendment made by the City to the RFP will be issued in writing and sent to all who have received the documents via addenda.
- 2.5.13 An Evaluation Committee will review each Proposal. The City reserves the exclusive right to determine the qualitative aspects of all Proposals relative to the evaluation criteria.
- 2.5.14 Proposals will be evaluated as soon as practicable after the closing time. No detail of any Proposal will be made public except the names of all parties submitting Proposals.

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

2.5.15 Proponents must acknowledge receipt of any addenda issued by the City in their Proposal.

2.6 Validity of Offer

Proposals shall remain open for acceptance for a period of not less than sixty (60) days from the closing date of this RFP.

3.0 PROPOSAL REQUIREMENTS AND EVALUATION

3.1 Mandatory Requirements

Proponents must satisfy the following mandatory requirements in their Proposal in accordance with the requirements of this RFP. Proponents shall submit the following:

- a) Fully executed and unconditional Cost Submission Form
- b) Technical Submission file, PDF
- c) Password Protected Financial Submission file, PDF

3.2 Financial

Submit a properly executed and unqualified Cost Submission Form. The fixed price shall include all disbursements / expenses.

3.3 Evaluation Process

The Owner will appoint an Evaluation Committee for the purpose of evaluating Proposals.

The Proposal evaluation follows a two-step process:

- a) Validation of mandatory requirements;
- b) Technical evaluation, 70 points available;
- c) Financial evaluation, 30 points available;

Proposals that do not meet the mandatory requirements will not be considered further.

Proposals must score at least 70% (49 points) on the technical evaluation to proceed to the financial evaluation.

The technical evaluation of all Proposals will be completed before the Financial Evaluation is reviewed.

Once the technical evaluation is complete, the Proponents will be contacted to obtain the password for the Part 2 – Financial Submission. Using the password, the Owner will open the file and evaluate the price. In the event of technical difficulties opening the Part 2 – Financial

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

Submission, the Proponent must resolve the issue to the satisfaction of the Owner within 24 hours of notification.

Each proposal will be evaluated using the following criteria.

3.4 Technical Evaluation

Total Value 50 Points

3.4.1 Project Team Roles, Responsibility, Qualifications and Related Experience (15 Points)

Identify key personnel to be involved in the project, and ensure their roles and responsibilities are clearly defined. Identify a Project Manager and clearly establish lines of communication within the team, and with the City's Project Manager.

To demonstrate knowledge, skill, related experience, relevant education and accreditation of each member proposed to carry out work on the project, the proponent should provide a detailed list of similar projects completed in the past ten (10) years and identify who the projects were completed for. Also provide a brief description of the work that was done and the project outcomes and who on the proposed project team was part of the listed projects.

The proposal content is expected to demonstrate appropriate and relevant knowledge, skills and experience within the team, however, personal resumes for each of the proposed team members should be provided to support the proposal. Personal resumes should be limited to not more than three (3) pages per person

3.4.2 Corporate Information and Experience (10 Points)

Provide a general description of the firm's experience with similar work, particularly in Arctic climates and in/around the City of Iqaluit.

Provide a detailed list of three (3) successfully completed projects within the last ten (10) years, including client references, that demonstrate the Proponent's experience with similar IT system upgrades.

3.4.3 Project Methodology – Approach for Successful Completion (15 Points)

Provide details how you will work with the City to implement the upgrades will still allowing the City staff to perform their work with minimal disruption. Provide details of your solution and how it will be implemented. Explain how it will successfully achieve the department's goals and objectives and benefit the end users.

Your methodology should also include your proposed means of working with the City project manager, the levels of authority within the Project Team and all lines and means of communication.

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

You may also summarize your methodology in a work plan or other format which demonstrates a logical sequence of events and identifies specific tasks and the person responsible for completing them.

Proponents shall describe any specific challenges and risks that may exist for this project and how those challenges and risks will be managed/mitigated.

3.4.4 Schedule – Provide a schedule that meets the project objectives (10 Points)

Provide a schedule for the sequence of events described in the methodology. Identify key milestone dates for submittals, approvals, travel, meetings, etc. Your timeline will be evaluated in light of the time constraints discussed in the Terms of Reference and the timeframes you have set out for each task.

3.5 Financial Evaluation

Total Value 50 Points

Points will be awarded on the basis of the fixed fee Proposal and the allocation of fees based on the various Phases required of the project.

Each Proponent will receive a percentage of the total possible points allocated to price based on the following formula:

Lowest Price/Proponent Price x 50 Points = Proponents Points.

4.0 TERMS OF PAYMENT

The consultant shall be reimbursed monthly for works completed for each service provided.

The invoice shall include the project title, **the Service Contract number**, a description of the work completed, and a billing summary. The summary shall include the tasks as set forth in the costing submission, the proposed costs, costs to date, percentage invoiced to date, and the percentage of work completed to date for each task.

No payment will be made for the cost of work incurred to remedy errors or omissions for which the consultant is responsible.

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

5.0 SCHEDULE

DATE	ACTION
May 16, 2019	<ul style="list-style-type: none"> Opening date for RFP
June 12, 2019, before 3:00:00 pm EDT	<ul style="list-style-type: none"> Closing date for RFP
June 26, 2019	<ul style="list-style-type: none"> Anticipated Award date
June 27, 2019	<ul style="list-style-type: none"> Anticipated Project Start / Kick-Off Meeting
1 December, 2019	<ul style="list-style-type: none"> Project Completion



CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

Appendix A – Terms of Reference

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

Scope of Work

NETWORK INFORMATION

The City's data network, across five locations, is a flat topology consisting of a single subnet – 192.168.10.0/24. All servers, network equipment, printers, workstations, etc. share the single common subnet.

Currently, this network extends to 5 physical locations:

1. Iqaluit City Hall (Building 901)
2. Iqaluit Aquatic Centre / IAC (Building 900)
3. Bylaw Office (Building 2425)
4. Arctic Winter Games Arena / AWG (Building 2804)
5. Maintenance Garage (Building 1549)

Additionally, some staff work from some buildings not directly connected to the city network, but which will be connected to the city network in the future:

1. Water Treatment Plant / WTP
2. Waste Water Treatment Plant / WWTP
3. Landfill
4. Recycling Sorting Plant (not yet built)

The networks are connected as follows:

1. City Hall and IAC are directly adjacent to each other and connected via ethernet cable.
2. City Hall has a 10Mbit EMAN over fibre to the telecom
3. The Bylaw Office has a 10Mbit EMAN over copper to the telecom
4. AWG has a 10Mbit EMAN over fibre to the telecom
5. The Maintenance Garage has a 10Mbit EMAN over copper to the telecom
6. The telecom operates a managed EMAN service, and thus provides the switching between these locations

At the time of the writing of this document, all EMAN connections are running at 10 Mbps. The City has submitted a request to the telecom to increase the speed of the connections at City Hall and AWG to 1Gbps to accommodate the requirements of this RFP.

The City's Internet connection, delivered over fibre at City Hall, is 100 Mbps down and 25 Mbps up.

**CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES**

Network Device Summary		
Location	Device	Role
City Hall Server room	Ubiquiti ERPro-8 EdgeRouter Pro	Gateway/Firewall
City Hall Server Room	Amer SGR24W4 Gigabit Switch	Top-of-Rack server connections, 1Gbps connection to other city hall switches
City Hall Server Room	Cisco SG300-28MP 28 port Gigabit PoE Managed Switch	Fire department systems/server
City Hall Second Floor	Cisco SG500-52MP Gigabit POE+ Managed Switch	City Hall workstations, NVR
Bylaw LAN Closet	Cisco Catalyst 2960 Series 24 port switch	Bylaw Workstations
AWG Boiler Room	Cisco Catalyst 2960 Series 24 port switch	AWG Workstations, NVR
IAC Comms Closet	Cisco Small Business SG500-52 Managed Switch	IAC Workstations, BMS devices, access control devices, connection to city hall
City Garage	Cisco SG300-10MPP	Garage Workstations

In addition to the above main network switches, there are multiple unmanaged 4- and 8-port switches spread throughout the environment, used to extend and expand the network where structured cabling is unavailable.

Network cabling at the City's facilities remains insufficient to connect all workstations, so a small number of 4- and 8-port desktop switches will continue to be required.

SERVER INFORMATION

The City's physical server infrastructure consists of the following:

Physical Server summary				
Server	Model	OS	Role	Install Date
DC01	Proliant DL360 G7	Server 08 R2 Std	ADDS/DHCP/DNS/DFS	06/2011
DC02	Proliant DL360 G7	Server 08 R2 Std	ADDS/DHCP/DNS/DFS	05/2011
DC03	Proliant DL165 G7	Server 08 R2 Std	ADDS/DHCP/DNS/DFS	07/2012
MailHost	Proliant DL360 G6	Server 08 R2 Std	Exchange 2010	08/2010
HyperV01	Proliant DL360p G8	Server 08 R2 Ent	Hyper-V	07/2012
HyperV02	Proliant DL360p G8	Server 08 R2 Std	Hyper-V	11/2013
HyperV03	Proliant DL 360 G9	Server 12 R2 Std	Hyper-V	12/2014
NAS01	Synology RS816	Synology DSM	Backup Storage	02/2019

**CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES**

Physical Server resources summary				
Server	Processor	RAM	HD total	HD free
DC01	Xeon E5620	12 GB	C: 279 GB D: 3.27 TB	C: 222 GB D: 1.57 TB
DC02	Xeon E5620	12 GB	C: 279 GB D: 3.27 GB	C: 233 GB D: 1.31 TB
DC03	Opteron 6134	4 GB	C: 136 GB D: 3.27 TB	C: 102 GB D: 1.74 TB
MailHost	Xeon E5506	8 GB	C: 465 GB D: 465 GB E: 136 GB	C: 271 GB D: 121 GB E: 135 GB
HyperV01	Xeon E5-2640	32 GB	C: 136 GB D: 1.63 TB	C: 80.8 GB D: 369 GB
HyperV02	Xeon E5-2640	32 GB	C: 136 GB D: 1.63 TB	C: 73.6 GB D: 639 GB
HyperV03	Xeon E5-2640 V3	48 GB	C: 178 GB D: 1.63 TB	D: 258 GB D: 1.24 TB
NAS01	Marvell Armada 385	1GB	48TB	N/A

All servers are located in the City Hall LAN room, with the exception of DC02 located at the Bylaw Office.

Virtual Server Summary				
Server	OS	Host	Role	Install Date
IFDAPP02	Server 08 R2 Std	HyperV02	SQL, ProQA Application	11/2013
IFDCAD02	Server 08 R2 Std	HyperV02	SQL, EMCentre / CAD Application	05/2011
Finance03	Server 12 R2 Std	HyperV03	SQL, Dynamics GP, Diamond, Questica	06/2015
AVAdmin	Server 08 R2 Std	HyperV01	Antivirus management, wireless controller	10/2013
Bylaw01	Server 08 R2 Ent	HyperV01	Print, WSUS, Fluid Manager Application	01/2013
StoneOrchard01	Server 08 R2 Ent	HyperV01	SQL, Cemetery Management Application	10/2014
Backup01	Server 2012 Ent	HyoerV02	Veeam Backup & Replication	02/2019

**CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES**

Application-specific data usage*		
Server	Application	Dataset size
DC01, 02, 03	DFS network shares	1.5 TB
Mailhost	Exchange 2010	475 GB
Finance03	Great Plains / Diamond Application and Database	70GB
Finance03	Questica application and database (Integrated with GP)	3GB
IFDAPP02	ProQA Application and Database	200MB but new application with little data. Database will grow exponentially
IFDCAD02	EMcentre Application and Database	2GB
Bylaw01	Fluid Manager	1GB
StoneOrchard01	Stone Orchard SQL database	127GB

* Application data and software only. Does not include operating system files.

BACKUP INFRASTRUCTURE

The City is currently using a Veeam Backup & Replication trial license to backup servers and applications to a 48 TB NAS repository (24TB usable). Neither the backup server virtual machine operating system nor the Veeam backup application itself are fully licensed.

SCADA NETWORK

As of the time of the writing of this report, the City of Iqaluit’s Public Works department is working with Stantec Engineering to deploy a SCADA network to the City’s Waste Water Treatment Plant, Water Treatment plant and to a series of booster and lift stations. The most recent information on that network topology is attached as Appendix D.

Integration of this network into the core city network is not a part of this project but the network design requested in the Scope of Work must include the ability to easily incorporate the SCADA network into the core network.

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

SCOPE OF WORK

1. Replace the City's core network

1.1. Provide a network design that meets industry best practices, plus:

- Includes a distinct VLAN and IP subnet for network services provided at each physical location (where network services are provided from that location),
- Includes two distinct VLANs and IP subnets, separate from network services, for wired and wireless client devices at each physical location,
- Allows for future expansion to additional physical locations,
- Allows for future inclusion of additional services,
- Works with existing EMAN connectivity between physical locations, to be provided by Northwestel, and
- Allows for eventual integration with the SCADA network, IP telephony system, CCTV, and PCI-DSS compliant systems.

1.2. Provide, configure, and install network equipment that:

- Is provided by a common manufacturer,
- Shares a common configuration and management platform,
- Has VLAN and advanced ACL capabilities suitable for separating and restricting access to specific network services, including but not limited to:
 - network services (ADDS, DNS, file sharing, printing, etc.),
 - employee workstations and wireless devices,
 - contractor and guest devices,
 - network and system administration,
 - out-of-band server management,
 - PCI-DSS compliant payment systems, and
 - IP telephony systems.
- Has the capacity¹ to provide 10Gbit connectivity to all secondary access switches connecting more than 8 clients per switch,
- Has the capacity to provide redundant 10Gbit connectivity to all servers,
- Provides full switch redundancy for top-of-rack access switches connecting servers to the network.

¹ No installation of cabling to support 10Gbit connectivity is required as part of this project. Where cabling is not currently 10Gbit but this requirement would otherwise apply, the switches must have spare 10Gbit ports.

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

- Due to the small size of the environment, aggregation switching is not necessary. If the capacity is available, the server access switches may be used for aggregation.
2. Replace the City's server infrastructure

2.1. Provide a server design that meets industry best practices, plus

- Is a fully virtualized server environment using VMware vSphere managed by vCenter Server,
- Uses a "single role per server" design, where each virtual server is expected to run a single application or network service²,
- Allows for full failover to a second site, where such failover is supported by the application. Failover does not need to be automated where not supported by physical infrastructure.
- Manual processes to restore services with no data loss should be fully documented

2.2. Provide new physical servers which:

- Meet the resource, speed, and capacity requirements of all current network services, applications, and databases,
- Have sufficient additional resources to run any services being added as part of this project,
- Have sufficient resources to allow for 4 additional virtual servers, each with 4 vCPUs, 16GB RAM, and 250GB disk space, 2 of which must include a minimum of an additional 60GB SSD disk space available for SQL transactions,
- Include the capacity and licensing necessary for out-of-band management for all servers³, and
- Meet network, disk, and processing performance requirements necessary to back up using near continuous data protection (CDP),
- Allow all services to be operated at full capacity from a second site in case of full failure of the server environment at the primary site.

² Excluding Domain Controllers, which may combine the roles of ADDS, DNS, and DHCP.

³ Out-of-band Management licensing must include the capability to connect to a remote console for full remote management of the boot process.

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

2.3. Provide software licensing for all new servers based on the vendors' licensing requirements, including the latest version of:

- VMware vSphere for all physical servers,
- VMware vCenter Server (**optional price item, based on pricing and requirements**),
- Microsoft Windows Server allowing for unlimited virtual machines per physical server,
- Microsoft User Client Access Licenses for 110 employees,
- Microsoft Device Client Access Licenses for 30 devices, and
- Out-of-band management for all physical servers, including remote console capability with full boot process control.

2.4. Draft and execute a server migration plan to:

- Convert and migrate all existing virtual and physical servers to the new VMware hosts, excluding those exclusively providing services being decommissioned as part of this plan,
- Create new single-role virtual servers for any service where the current physical server or its operating system is past end-of-life or will pass end-of-life prior to January 1, 2021, excluding these application and database servers:
 - IFDAPP
 - IFDCAD
 - FINANCE03
 - STONEORCHARD
- Work with the City's IT department to migrate data from servers to be decommissioned to the new servers,
- Work with the City's IT department to reconfigure group policy objects, file and printer shares, and any other service or policy that needs to be reconfigured to enable the transition,
- Decommission, clean data from, and dispose of retired servers.

3. Replace the City's backup infrastructure

3.1. Design, provide and install a data backup system, based on Veeam Backup & Replication, capable of backing up all services:

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

- using near-continuous data protection (CDP),
 - with minimal impact on server performance,
 - with no impact on network capacity (for example, using an independent network port for backup),
- 3.2. Provide backup storage with sufficient capacity to retain CDP backups for 1 year plus annual snapshots for 10 years,
- 3.3. Provide licensing for Veeam Backup & Replication Enterprise, on a minimum 5-year subscription basis, sufficient to back up all servers included in the migration plan detailed as per Section 2.4,
- 3.4. Provide an identical storage unit for an off-site location, and configure the software to transfer nightly snapshots to that unit during non-operating hours, utilizing the available 1Gbps EMAN service.
4. Migrate the City's e-mail services to Microsoft Office 365
- 4.1. Set up and provision Office 365 for the City of Iqaluit with the following:
- 80 subscriptions with email and Office Suite,
 - 30 subscriptions with email only, and
 - Capacity and retention policies to retain all mail indefinitely.
- 4.2. Facilitate email data migration from Exchange 2010 to Office 365⁴,
- 4.3. Configure single sign-on between the City's network and Office 365 services.
5. Replace Power Delivery and UPS Systems
- 5.1. Provide and install redundant Uninterruptable Power Supply equipment capable of supporting the operation of all core server and network equipment for 30 minutes, plus enough reserve power to allow for automated shut down. **(optional price for 60 minutes of runtime)**

⁴ Taking into account the limited upstream bandwidth available.

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

- 5.2. Configure signaling from the UPS to the servers to facilitate automated shut down in case of an outage extending beyond 60 minutes, and
 - 5.3. Provide and install switched PDUs to, in conjunction with the redundant UPS, provide fully redundant remotely-controlled power to server equipment.
6. General Requirements
- 6.1. Primary server equipment is to be installed at City Hall in an existing 42U rack already available in the LAN room.
 - 6.2. Redundant server equipment is to be installed at AWG Arena in a new fully-enclosed lockable rack cabinet. This cabinet must be provided as part of this project.
 - 6.3. All equipment being installed must be rack-mountable on standard 4-post square-hole racks, provided and installed with the appropriate cable management arms and sliding rails where applicable.
 - 6.4. All work is to be carried out in cooperation with the City's IT department.
 - 6.5. All software licensing purchased as part of this project is to be attached to existing City accounts with the software vendor, or in cooperation with the city's IT department where new accounts need to be created.
 - 6.6. Long-term operation and maintenance is to be carried out by the City's IT department.
 - 6.7. The City of Iqaluit will work independently with its existing software vendors to refresh OS and application licensing for the following VMs
 - IFDAPP02
 - IFDCAD02
 - Finance03
 - StoneOrchard
 - 6.8. All equipment is to be provided new. No equipment including constituent components are to be provided used, refurbished, or from after-market providers.
 - 6.9. All equipment is to be provided with a comprehensive 5-year hardware warranty with the Original Equipment Manufacturer.
 - 6.10. All software is to be provided with a 5-year 24/7 Production support agreement with the software vendor, where such an agreement is available. Where a 5-year term is not available, the longest term available shorter than 5 years must be provided.



CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

7. Project Management

7.1. Attend kick-off meeting via teleconference.

7.2. During the course of the project, lead eight (8), 1-hour project update/ status meetings, distribute meeting minutes.

The successful proponent will be required to coordinate with the City's IT Department to refine the final specifications for the hardware solutions and software systems prepared for the City.



CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

Appendix B – Cost Submission Form

Proponent Name: _____

Provide the following cost breakdown for the services detailed herein that the Proponent is proposing to offer the City of Iqaluit*.

- | | |
|--|----------|
| 1. Lump Sum Replace City's Core Network | \$ _____ |
| 2. Lump Sum Replace City's Server Infrastructure | \$ _____ |
| 3. Lump Sum Replace City's Backup Infrastructure | \$ _____ |
| 4. Lump Sum Migrate Email Services to Microsoft Office 365 | \$ _____ |
| 5. Lump Sum Replace Power Delivery and UPS Systems | \$ _____ |
| 6. Lump Sum General Requirements | \$ _____ |
| 7. Lump Sum Project Management | \$ _____ |
| Applicable Taxes (GST): | \$ _____ |
| TOTAL FIXED FEE (Incl. GST): | \$ _____ |

**All disbursements shall be included in the associated Lump Sum costs above*

Optional Price Items:

- | | |
|--|----------|
| 1. Provide VMware vCenter Server (2.3) | \$ _____ |
| 2. Additional Price to Supply 60min vs 30min for UPS (5.1) | \$ _____ |

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

Appendix C - City of Iqaluit Services Agreement

CITY OF IQALUIT SERVICES AGREEMENT

BETWEEN: THE MUNICIPAL CORPORATION OF THE CITY OF IQALUIT
(hereinafter referred to as the "CITY OF IQALUIT")
OF THE FIRST PART

AND: ###
(hereinafter referred to as the "Consultant")
OF THE SECOND PART

WHEREAS the CITY OF IQALUIT has requested the Consultant to provide certain services in a Request for Proposal (RFP) dated ##### and titled "#####";

AND WHEREAS the Consultant has agreed to provide such services to the CITY OF IQALUIT in its response to the Request for Proposal (Proposal) dated #####;

AND WHEREAS the CITY OF IQALUIT and the Consultant wish to set out the terms and conditions relating to the provision of such services;

THEREFORE, the CITY OF IQALUIT and the Consultant agree as follows:

1. SERVICES AND PAYMENT

- 1.1 The Consultant agrees to provide to the CITY OF IQALUIT those services set out in the Terms of Reference of the Request for Proposal for ####. A copy of the RFP is attached as Appendix "A".
- 1.2 The CITY OF IQALUIT agrees to pay for the services described above, a total amount not greater than #### plus GST, for the provision of professional services based on the Proposal dated ##### and as attached in Appendix "B" hereto.

2. TERM

- 2.1. This Contract shall commence on the ##^{set} of #####, #### and terminates on the ##st of #####, #### unless otherwise terminated in accordance with the provisions of this Contract.

3. NOTICE AND ADDRESS

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

3.1 Any notice required to be given herein or any other communication required by this contract shall be in writing and shall be personally delivered, sent by facsimile, or posted by prepaid registered mail and shall be addressed as follows:

i) If, to the CITY OF IQALUIT:

####

Reference:

ii) If to the Consultant at:

####

3.2 Every such notice and communication, if delivered by hand, shall be deemed to have been received on the date of delivery or if sent by prepaid registered mail shall be deemed to have been received on the seventh day after posting, or if by facsimile, 48 hours after the time of transmission, excluding from the calculation weekends and statutory holidays.

4. COMPLETE AGREEMENT

4.1 This Contract and its attachments constitute the complete Contract between the parties. Except as provided herein, it supersedes and shall take effect in substitution for all previous agreements. It is subject to change only by an instrument executed in writing by the City.

4.2 If this Contract arises from a request for Proposals or tender call, the provisions of the request for Proposals or tender call and the Consultant's Proposal or Proposal submission are incorporated into this Contract and may be used to clarify, explain or supplement this Contract, but shall not be used to contradict any express terms of this Contract.

4.3 In the event of a conflict between this Contract, the Consultant's Proposal or Proposal submission, and the City's original tender Proposal instructions or Request for Proposals, the more recently prepared document shall govern to the extent of such inconsistency.

5. GENERAL TERMS

5.1 Any information obtained from or concerning any department of the CITY OF IQALUIT or clients of any department of the CITY OF IQALUIT, by the contractor, its agents or employees in the performance of any contract shall be confidential. The Consultant shall take such steps as are necessary to ensure that any such information is not disclosed to any other person and shall maintain confidential and secure all material and information that is the property of the CITY OF IQALUIT and in the possession of or under the control of the Consultant. This clause survives the termination of this contract.

5.2 Time shall in every respect be of the essence. The Consultant shall deliver the services specified in the contract and according to the project schedule on costs. The CITY OF IQALUIT may grant

CITY OF IQALUIT REQUEST FOR PROPOSALS FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

reasonable extensions to the Consultant for delays, if the Consultant can show those delays were caused by circumstances beyond the control of the Consultant.

- 5.3 The Consultant is an independent Consultant with the CITY OF IQALUIT and nothing in this contract shall be construed or deemed to create the relationship of employee and employer or of principal and agent between the CITY OF IQALUIT and the Consultant. The Consultant is solely responsible for payments of all statutory deductions or contributions including but not limited to pension plans, unemployment insurance, income tax, workers' compensation and the Nunavut Payroll Tax.
- 5.4 This contract shall be interpreted and governed in accordance with the laws of Nunavut and the laws of Canada as they apply in Nunavut.
- 5.5 No waiver by either party of any breach of any term, condition or covenant of this contract shall be effective unless the waiver is in writing and signed by both parties. A waiver, with respect to a specific breach, shall not affect any rights of the parties relating to other or future breaches.
- 5.6 The failure of either party at any time to require the performance of any provision or requirement of this contract shall not affect the right of that party to require the subsequent performance of that provision or requirement.
- 5.7 Title to any report, drawing, photograph, plan, specification, model, prototype, pattern, sample, design, logo, technical information, invention, method or process and all other property, work or materials which are produced by the Consultant in performing the contract or conceived, developed or first actually reduced to practice in performing the contract (herein called "the Property") shall vest in the CITY OF IQALUIT and the Consultant hereby absolutely assigns to the CITY OF IQALUIT the copyright in the property for the whole of the term of the copyright. The Consultant shall not be responsible for any loss or damage suffered by the City of Iqaluit or any third parties resulting from any unauthorized use or modification of the property, errors in transmission of the property, changes to the Property by others, the consequences of design defects due to the design of others, or defects in contract documents prepared by others, and the City of Iqaluit agrees to defend, indemnify, and hold the Consultant harmless from and against all claims, demands, losses, damages, liability and costs associated therewith. Subject to the foregoing, the Property may be relied by the City of Iqaluit for design and construction work undertaken by other parties with respect to the Services provided that such parties verify the accuracy and completeness of the Property to their satisfaction.
- 5.8 It is intended that all provisions of this agreement shall be fully binding and effective between the parties, but in the event that any particular provision or provisions or a part of one is found to be void, voidable or unenforceable for any reason whatever, then the remainder of the agreement shall be interpreted as if such provision, provisions, or part thereof, had not been included.
- 5.9 This contract may be extended by the written consent of the parties.
- 5.10 The CITY OF IQALUIT may delegate any of its authority and undertaking pursuant to this contract to any employee or contractor the CITY OF IQALUIT by notice in writing to the Consultant.
- 5.11 This contract shall ensure to the benefit of and be binding on the respective administrators, successors and assignment of each of the parties hereto.

CITY OF IQALUIT REQUEST FOR PROPOSALS FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

6. CONSULTANT RESPONSIBILITIES

- 6.1 The Consultant shall indemnify and hold harmless, the CITY OF IQALUIT, its officers, employees, servants and agents from and against all claims, actions, causes of action, demands, losses, costs, damages, expenses, suits or other proceedings by whomsoever made, brought or prosecuted in any manner based upon or related to the negligent acts, errors, or omissions of the Consultant under this contract.
- 6.2 The Consultant shall be liable to the CITY OF IQALUIT for any loss or damage to property or equipment that is supplied to or placed in the care, custody or control of the Consultant for use in connection with the contract if such loss or damage is attributable to the negligence or deliberate acts of the Consultant or its employees or agents.
- 6.3 If, in the opinion of the CITY OF IQALUIT acting reasonably, the Consultant is in default in respect of any obligation of the Consultant hereunder, the CITY OF IQALUIT may rectify such default and pursue a claim against the Consultant for any direct costs associated with any such remediation, including a reasonable allowance for the use of the CITY OF IQALUIT's own employees or equipment.
- 6.4 The Consultant may not assign or delegate work to be done under this contract, or any part thereof, to any other party without the written consent of the CITY OF IQALUIT. In the case of a proposed assignment of monies owing to the Contractor under this contract, the consent in writing of the CITY OF IQALUIT must be obtained.
- 6.5 The Consultant shall keep proper accounts and records of the services for a period of 3 years after the expiry or termination of this agreement. At any time during the term of this contract or during the three years following the completion or termination of this agreement, the Consultant shall produce copies of such accounts and records upon the written request of the CITY OF IQALUIT.
- 6.6 The Consultant shall notify the CITY OF IQALUIT immediately of any claim, action, or other proceeding made, brought, prosecuted or threatened in writing to be brought or prosecuted that is based upon, occasioned by or in any way attributable to the performance or non-performance of the services under this contract.
- 6.7 If at any time the Consultant considers their estimates indicate costs will exceed the project budget, they will immediately advise the City of Iqaluit. If in the opinion of the City of Iqaluit, acting reasonably, the excess is due to design, costs factors or matters under the control or reasonably foreseeable by the Consultant, the CITY OF IQALUIT may require the Consultant to do everything by way of revision of the design to bring the cost estimate within the project budget. Costs of completing such revisions shall be based upon a level of compensation reasonably appropriate to the circumstances, including the reason for the revisions.
- 6.8 Except as required in the performance of services set out in this agreement, the Consultant must maintain as confidential all data and information made available to the Consultant, the CITY OF IQALUIT, or any other parties which is generated by or results from the Consultant's performance of the Services described in this Contract. All such data and information are the property of the City of Iqaluit. This clause shall survive the termination of the Contract.

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

7. TERMINATION

- 7.1 The CITY OF IQALUIT may terminate this contract at any time upon giving written notice to this effect to the Consultant if, in the opinion of the CITY OF IQALUIT, the Consultant is unable to deliver the service as required, the Consultant's performance of work is persistently faulty, in the event that the Consultant becomes insolvent or commits an act of bankruptcy, in the event that any actual or potential labor dispute delays or threatens to delay timely performance of the contract or the (Consultant Contractor) defaults or fails to observe the terms and conditions of the contract in any material respect.
- 7.2 This contract shall terminate as of the day for termination set out in the written notice and the Consultant shall forthwith invoice the CITY OF IQALUIT for work performed to the date of termination.
- 7.3 Any invoice submitted by the Consultant pursuant to clause 7.2 shall be reviewed by the CITY OF IQALUIT to assess the amount which is properly due and owing for work done by the Contractor prior to termination.

8. FINANCIAL

- 8.1 The CITY OF IQALUIT, having given written notice of a breach, may withhold or hold back in whole or in part any payment due the Consultant without penalty, expense or liability, if in the opinion of the Contracting Authority, the Consultant has failed to comply with or has in any way breached an obligation of the consultant. Any such hold back shall continue until the breach has been rectified to the satisfaction of the CITY OF IQALUIT.
- 8.2 The CITY OF IQALUIT may set off any payment due the Consultant against any monies owed by the Consultant to the CITY OF IQALUIT.
- 8.3 The City of Iqaluit will pay the Goods and Services Tax (GST).
- 8.4 Provided all terms and conditions on the part of the Consultant have been complied with, each invoice will be paid thirty (30) calendar days after receipt of the invoice, or thirty (30) calendar days after delivery of the services, whichever is later. Invoices from Nunavut Consultants (as defined by the CITY OF IQALUIT NNI Policy) will be paid twenty (20) calendar days after receipt of the invoice, or twenty (20) calendar days after receipt of the services, whichever is later.
- 8.5 The CITY OF IQALUIT may, in order to discharge lawful obligations or to satisfy lawful claims against the Consultant or a Subconsultant arising out of the execution of work, pay any amount, which is due and payable to the Consultant under the contract, if any, directly to the obligee of and the claimants against the Consultant or Subconsultant.

9. INSURANCE AND LIABILITY

- 9.1 The Consultant's liability to the City of Iqaluit for claims arising out of this Agreement, or in any way relating to the Services, will be limited to direct damages and to the re-performance, without additional compensation, of any Services not meeting a normal professional standard of care and such liability will, in the aggregate, not exceed the amount of \$1,000,000.00. The limitations of liability will apply, to the extent permitted by law, whether Consultant's liability arises under breach

CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

of contract or warranty; tort, including negligence; strict liability; statutory liability; or any other cause of action, and will extend to and include Consultant's directors, officers, employees, insurers, agents and sub-consultants.

- 9.2 In no event will either party be liable to the other party for indirect or consequential damages including without limitation loss of use or production, loss of profits or business interruption.
- 9.3 The Consultant shall, without limiting his obligations or liabilities hereto, obtain, maintain and pay for during the period of this agreement, the following insurance with limits not less than those shown:
- a) Workers' Compensation insurance covering all employees engaged in the work in accordance with the statutory requirements of the Territory or Province having jurisdiction over such employees. If the Consultant is assessed any additional levy, extra assessment or super-assessment by a Workers' Compensation Board as a result of an accident causing injury or death to an employee of the Consultant or any sub-consultant, or due to unsafe working conditions, then such levy or assessment shall be paid by the Consultant at its sole cost and is not reimbursed by the CITY OF IQALUIT.
 - b) Employer's liability insurance with limits not less than \$500,000 for each accidental injury to or death of the Consultant's employees engaged in the work. If Workers' Compensation insurance exists, then in such event, the aforementioned Employer's Liability insurance shall not be required but the Comprehensive General Liability policy referred to in item (e) herein shall contain an endorsement providing for Contingent Employers' Liability insurance.
 - c) Motor Vehicle, water craft and snow craft standard liability insurance covering all vehicles and/or craft owned or non-owned, operated and/or licensed by the Consultant and used by the Consultant in the performance of this agreement in an amount not less than one million dollars (\$1,000,000.00) per occurrence for bodily injury, death and damage to property; and with respect to busses limits of not less than one million dollars (\$1,000,000.00) for vehicle hazards and not less than one million dollars (\$1,000,000.00) for Bodily Injury to or death of one or more passengers and loss of or damage to the passengers property in one accident.)
 - d) Comprehensive General Liability Insurance with limits of not less than two million dollars (\$2,000,000.00) (inclusive) per occurrence for bodily injury, death and damage to property including loss of use thereof. Such insurance shall include but not be limited to the following terms and conditions:
 - Products & Completed Operations Liability *
 - Consultant's Protective Liability
 - Blanket Contractual Liability
 - Broad Form Property Damage
 - Personal Injury Liability
 - Cross Liability
 - Medical Payments
 - Non-owned Automobile Liability *
 - Contingent Employers Liability *



**CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES**

- Employees as Additional Insureds *

**WHERE APPLICABLE*

- e) Professional Liability Insurance with limits of not less than two hundred fifty thousand dollars (\$250,000.00) per claim and five hundred thousand dollars (\$500,000.00) in the annual aggregate, to cover claims arising out of the rendering of or failure to render any professional service under this contract or agreement.

All policies shall provide that thirty days written notice be given to the CITY OF IQALUIT prior to any cancellations of any such policies.

The Comprehensive General Liability Insurance policies shall name the CITY OF IQALUIT and any permitted sub-consultants as additional insureds only with respect to the terms of this contract and shall extend to cover the employees of the insureds hereunder.

The Consultant shall be responsible for any deductibles, exclusions and/or insufficiency of coverage relating to such policies.

The Consultant shall deposit with the CITY OF IQALUIT prior to commencing with the work a certificate of insurance evidencing the insurance(s) required by this clause in a form satisfactory to the CITY OF IQALUIT and with insurance companies satisfactory to the CITY OF IQALUIT.

IN WITNESS WHEREOF the parties hereto have set their hand and seals as of the date and year entered below.

FOR THE CITY OF IQALUIT:

FOR THE CONSULTANT:

Name/Title

Name/Title

Signature

Signature

Date

Date

Witness

Witness



CITY OF IQALUIT REQUEST FOR PROPOSALS
FOR THE PROVISION OF IT SYSTEMS UPGRADE SERVICES

Appendix D – SCADA NETWORK DIAGRAM

