



**WOOD BUFFALO
ENVIRONMENTAL ASSOCIATION**

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REQUEST FOR PROPOSAL

FOR

INFORMATION TECHNOLOGY (IT) SERVICES & SUPPORT

Strictly Private & Confidential

Wood Buffalo Environmental Association

Request for Proposal No.: **RFP103-25**

Issued: **August 26, 2025**

Submission Deadline: **September 30, 2025, at 5:00 pm MST**



Confidentiality

This Request for Proposals has been created for the purpose of requesting submission of a formal proposal to the Wood Buffalo Environmental Association (“WBEA”) for the provision of services described herein.

By choosing to obtain this Request for Proposals document, proponents are expected to keep confidential all documents, data, information and other materials of the WBEA which are provided to or obtained or accessed by a proponent in relation to this Request for Proposals, other than documents which the WBEA places in the public domain. Proponents are expected not to make any public announcements or news releases regarding this Request for Proposals or the entering into of a definitive agreement pursuant to this Request for Proposals, without the prior written approval of the WBEA. **Disclosure of details from within this Request for Proposals, or distribution of this document itself, will only be permissible if written permission is first granted from Emilie Briggs, Executive Director of the WBEA.**

Introduction:

The WBEA is a multi-stakeholder, consensus-based, not-for-profit organization that leads in state-of-the-art environmental monitoring to enable informed decision-making. The WBEA monitors the ambient air quality of the Regional Municipality of Wood Buffalo (RMWB) 24 hours/day, 365 days/year.

The WBEA's environmental monitoring work is the most integrated and has the most intensive focus on air and deposition monitoring in any one area, anywhere in Canada. Established in 1985 as the Air Quality Task Force, the WBEA was set up to address environmental concerns raised by the communities in the RMWB.

The WBEA is currently seeking the professional services of an external IT provider who can provide co-managed and consultative support for complex or specialized technical issues, serve as backup resource during emergencies or periods of increased demand and offer subject-matter expertise in areas such as AWS infrastructure, cybersecurity, systems and network configurations, as needed. Refer to section '4. Scope of Services' for complete requirements.

Your written response, **including the requirements identified in this Request for Proposal, must be delivered to the WBEA by end of day (5:00 pm MST) on September 30, 2025**, via email, to Hailey Nickerson, Procurement Specialist, at supplychain@wbea.org.

For questions or additional information, please contact Hailey Nickerson, Procurement Specialist, by end of day (5:00 pm MST) on September 22, 2025.

On behalf of The Wood Buffalo Environmental Association,

Hailey Nickerson, SCMP|PMP

Procurement Specialist

Wood Buffalo Environmental Association

3-805 Memorial Drive

Fort McMurray, AB, T9K 0K4

www.wbea.org

supplychain@wbea.org

Date: August 26, 2025
Reference Number: RFP103-25
Title: IT Services and Support

1. Purpose of Request for Proposal

- 1.1. The Wood Buffalo Environmental Association (the "WBEA") is inviting written proposals for the provision of IT Services and Support (the "Services").
- 1.2. The purpose of this Request for Proposals ("RFP") process is to select a qualified proponent to enter into a definitive agreement ("Agreement") with the WBEA for the delivery of the Services. Further details about the Services required by the WBEA are set out in this RFP, including in Section 4.
- 1.3. This RFP is not a tender and is not subject to the laws of competitive bidding. Submitting a proposal does not create a bid contract or agreement.

2. Agreement Term

- 2.1. The initial term of the Agreement sought under this RFP is for an approximate three (3) year period, with the possibility of extending the Agreement beyond this initial period.

3. Inquiries

- 3.1. Proponents are responsible for reading and familiarizing themselves with the provisions of this RFP and other accompanying documents (if and as applicable) and should make those inquiries and investigations they consider necessary for the preparation and submission of their proposal.
- 3.2. Any inquiries concerning this RFP must be directed to the following:
 - Hailey Nickerson, SCMP|PMP, Procurement Specialist, supplychain@wbea.org
- 3.3. All questions must be in writing and received by the WBEA no later than September 22, 2025, at 5:00 pm MST.
- 3.4. The WBEA may circulate its response to any inquiries to all proponents, along with the original inquiry, or may choose not to reply to any inquiry.
- 3.5. Proponents should refrain from contacting other employees, agents or officials of the WBEA in respect of this RFP process, including for the purposes of lobbying or attempting to influence the outcome of this RFP process. Any such contact may, in the WBEA's sole discretion, result in disqualification.

4. Scope of Services

- 4.1. Background
 - WBEA currently has four dedicated IT staff who manage the day-to-day IT operations for an estimated 44 staff.

- We maintain 30+ Air Monitoring sites. These sites consist of desktop computers, firewalls, switches, and modems, all of which are being monitored and managed remotely through FortiCloud and FortiManager hosted in AWS.
- We maintain 20 on-premise servers that support core business operations, legacy systems, and internal applications. In addition, we have 16 servers hosted on Amazon Web Services (AWS), supporting a range of cloud-based services including application hosting, data storage, and scalable computing. AWS plays a critical role in our digital infrastructure. The current on-premises network infrastructure consists of Fortinet devices, including FortiGate Firewalls that provide perimeter security, VPN services, and advanced threat protection, as well as Forti Switches for secure and centrally managed Layer 2/3 switching. We use UniFi Access Points for our wireless network.
- We utilize ConnectWise Automate for Remote Monitoring and Management (RMM), enabling proactive monitoring, patch management, and remote support across our infrastructure.
- We also rely heavily on Microsoft Office 365 for day-to-day operations. This includes enterprise-wide use of Outlook, Word, Excel, PowerPoint, Teams, SharePoint, and OneDrive.
- Beyond Microsoft and AWS platforms, our IT ecosystem includes various other enterprise software solutions and various operating systems, such as cybersecurity tools, database technologies, Linux, Windows 2019 – 2022, Windows 10, Windows 2016, CentOS 7, Ubuntu 24, ConnectWise, Cisco, Fortinet, Azure, Adobe Pro, Citrix, and others.

4.2. The Services required by the WBEA, and for which written proposals are invited pursuant to this RFP, include, but are not limited to, the following:

- Vendors must demonstrate the ability to support, co-manage and enhance our hybrid infrastructure, provide solutions that align with our cloud strategy, and integrate effectively with both our on-premise and cloud-based systems.
- Provide overall support under a co-managed framework.
- Provide consultative support for complex or specialized technical issues.
- Serve as a backup resource during emergencies or periods of increased demand.
- Offer subject-matter expertise in areas such as AWS infrastructure, cybersecurity, systems, and network configuration as needed.

4.3. The following tasks may be requested on an as-needed basis, either as back-up support or to provide additional expertise to our internal IT team. As such, the Contractor must be experienced in, but not limited to, the following areas:

- Cloud Infrastructure Management:
 - Support and administration of AWS cloud infrastructure.
 - Patching, maintenance, and certificate updates for AWS servers and software stack.
 - Administration and support of Microsoft Office 365, including Exchange Online and Teams.
 - > Email provisioning, migration and ongoing support.
 - > User account management, licensing, and troubleshooting across the Microsoft 365 platform.
- Network & Security Administration:

- Configuration, support, and troubleshooting of Fortinet firewalls, switches, and Unifi wireless access points.
- Assistance with overall firewall security, network, infrastructure, and access control (Cisco Duo MFA).
- Cybersecurity advisory and operational support
- Server & Application Support:
 - Monitoring and performance optimization of servers, databases, and applications.
 - Backup and disaster recovery planning and implementation.
- Systems & User Support:
 - General IT troubleshooting and helpdesk support.
 - Hardware and software setup, maintenance, and troubleshooting.
 - Network and systems administration.
- Strategic IT Consulting
 - Provide guidance on IT best practices, infrastructure improvements, and technology alignment with business objectives.

4.4. Key Requirements

- Demonstrated experience with Amazon Web Services (AWS) - experience working with Amazon Web Services (AWS) is a mandatory requirement.
- Availability for on-call or emergency support, as agreed upon.
- Ability to collaborate effectively with an internal IT team.
- Flexible support model (e.g., hourly rate, retainer, or time-based billing).

5. Key Dates

5.1. The following is the anticipated schedule of events related to this RFP. These dates are provided as target dates only and may be changed at any time by the WBEA in its sole discretion:

Date	Details
August 26, 2025	Issue date of RFP
September 22, 2025 @ 5:00 pm MST	Deadline for questions
September 30, 2025 @ 5:00 pm MST	Proposal deadline/Closing Date Submitted to Hailey Nickerson, Procurement Specialist, WBEA
October 1 – 9, 2025	Proposal evaluations, including interviews, if required.
October 10, 2025	Notification to successful proponents
October 13-17, 2025	Negotiation of Agreement with select proponent
October 20, 2025	Notification to unsuccessful proponent
October 20-31, 2025	Tentative Agreement execution and onboarding
November 1, 2025	Service commencement

6. Responding Proposal Requirements

6.1. In responding to this RFP, proponents should provide, at a minimum, the following information and supporting documentation. This proposed structure is intended to minimize the efforts of proponents and the analysis by the WBEA:

- Proponent background information, including firm size, structure, areas of practice, base location(s), and demonstrated capacity to deliver services.
- A detailed description of the Services to be provided, how the Services will be managed, and the overall objective of providing each component of the Services, including your approach to supporting and maintaining the IT infrastructure and software.
- A description of experience with similar types of organizations/organizational environments and knowledge, including two or more relevant references for Services of similar size and scope.
- Qualifications of staff who will manage and execute the services and the relationship with the WBEA. Indicating the number of staff assigned to this service, and their training.
- List and provide professional affiliations, licensures, and certifications that are pertinent to the Services, including Professional Liability and Cyber Liability insurance
- A SOC 2 report, or equivalent.
- A detailed cost estimate for services is to be provided. This must be presented based on the requirements included in Section 4, Scope of Services.
- Hourly/monthly rates of services broke down into each fiscal year:
 - November 1, 2025 – March 31, 2026
 - April 1, 2026 – March 31, 2027
 - April 1, 2027 – March 31, 2028
- Scheduling and availability.
- Any other service-specific requirements.

6.2. All proposals submitted and any other correspondence must be in English. All submissions must be prepared in a legible manner. Non-legible proposals may, in the WBEA's sole discretion, be rejected without further review.

6.3. If you require additional time to submit your proposal, you should contact Hailey Nickerson, SCMP|PMP by e-mail at supplychain@wbea.org, by September 22, 2025, at 5:00 pm MST. The WBEA may, in its sole discretion, allow additional time for proponents to submit a proposal.

6.4. Proposals and accompanying documentation provided to the WBEA in response to this RFP will not be returned unless otherwise requested by the proponent.

7. Submission of Proposal and Closing Date

7.1. All responses are to be submitted by email in PDF or MS Word format, together with any supplementary materials, to:

- Hailey Nickerson, SCMP|PMP, Procurement Specialist - supplychain@wbea.org

7.2. Proposals must be received by the WBEA no later than the end of the day (5:00 pm MST) on September 30, 2025.

- 7.3. "RFP103-25 Information Technology Services and Support, WBEA" and the applicable closing date must be included in the subject line.
- 7.4. This RFP, and the submission of a proposal pursuant to this RFP, does not create any legal obligations between the WBEA and any proponent.

8. Proposal Evaluation

8.1. Evaluation of proposals by the WBEA will be based on the following criteria:

- Qualifications and reputation of the proponent and proposed staff.
- Relevant experience of the proponent in meeting the required Scope of Services.
- Cost estimate, rates, fees, for the Services proposed
- Feedback obtained from references.
- Sufficiency of staffing and commitment to availability and responsiveness.
- Completeness of the proponent's proposal.
- Approach to meeting the Scope of Services.
- Willingness of the proponent to enter into an Agreement with the WBEA and the terms the proponent is willing to accept.
- Any other factor that the WBEA determines, at its discretion, to be necessary or appropriate.

8.2. The WBEA has not predetermined the relative importance of the above evaluation criteria. The WBEA expects to select the proponent that provides the best overall value, as determined by the WBEA in its sole discretion, having regard to the evaluation criteria referred to above.

8.3. Proposals will be evaluated on the basis of the information provided in response to this RFP. In addition, in assessing the proponent's qualifications, experience and capacity, the WBEA may also consider the following:

- Clarifications and/or additional information that may be supplied pursuant to requests from the WBEA.
- Interviews and/or reference checks that may be conducted at the WBEA's discretion.
- Previous experience of the WBEA in working with the proponent.
- Information received from any source that the WBEA considers reliable.

8.4. It is important for proponents to note that certain evaluation criteria (such as reference checks or proponent reputation) may be viewed by the WBEA, in its sole discretion, as overriding in nature such that a proponent may be rejected on the basis of serious problems or issues in one of these categories alone, whether such issues are apparent in the initial evaluation of proposals or become apparent to the WBEA at any other time during the RFP process.

8.5. The WBEA may, in its sole discretion, request clarification from a proponent during the evaluation process.

8.6. Proponents are advised that the evaluation process is subjective in nature, and the WBEA's intention is to consider, in its sole discretion, each proposal on its merits, without regard to the rules or principles of competitive bidding. The WBEA reserves the right to select a successful

proponent in any manner it deems to be in the best interest of the WBEA and make the selection based on its sole discretion, notwithstanding the criteria set forth herein, including negotiating with one or more of the proponents concurrently.

9. Effect of RFP and Additional Terms

- 9.1. This RFP is not intended to be a tender or otherwise subject to the laws applicable to competitive bidding. Until such time as the WBEA signs an Agreement with a proponent, the WBEA does not intend to create a contractual relationship (including without limitation a bid contract), either express or implied, with any proponent submitting a response to this RFP.
- 9.2. The WBEA reserves the right to reject any, some, or all proposals received in response to this RFP as determined to be in the best interest of the WBEA.
- 9.3. The WBEA may short-list proponents and conduct interviews, conference calls and/or presentations with short-listed proponents at its sole discretion. Furthermore, the WBEA may negotiate any and all aspects of a proposal, including but not limited to the fee proposal and Agreement terms, with one or more proponents.
- 9.4. An invitation to interview or to negotiate does not obligate the WBEA to conclude an Agreement with that proponent. The WBEA reserves the right to issue clarifications and other directives concerning this RFP, to require clarification or further information with respect to any proposal received, and to determine the final scope and terms of any Agreement, and whether to enter any Agreement.
- 9.5. The WBEA reserves the right to terminate this RFP or dismiss any proposal response at any time.
- 9.6. The WBEA shall not be obligated to explain its final selection of proponents or disclose any information about the responses, quotations, or proposals received or selected.
- 9.7. For greater certainty, terms such as "requirement," "shall," "must," or other similar imperatives used in this RFP are intended as terms of convenience only unless otherwise identified specifically as a mandatory requirement.
- 9.8. Proposals may be withdrawn or amended by a proponent at any time by written notice to the WBEA prior to the WBEA and the proponent signing a formal agreement.
- 9.9. Proponents are advised that the WBEA is intending to conduct a flexible procurement process and that the WBEA may, in its sole discretion, at any time and for any reason:
 - Reject any and all proposals (including, for greater certainty, the lowest cost proposal).
 - Modify or vary any aspect of this RFP at any time before or after the time for submission of proposals.
 - Extend the deadline for submission of proposals at any time before or after the closing date for submission of proposals.
 - Accept any non-compliant, conditional or irregular proposal or any alternate proposal, in whole or in part.

- Discuss the terms of a proposal submitted by a proponent with that proponent at any time, on a confidential basis, for the purposes of clarification and/or negotiation of that proposal.
- Allow any proponent submitting a proposal to modify or vary any aspect of its proposal at any time.
- Verify or seek clarification of any and all information provided pursuant to this RFP and provide proponents with an opportunity to correct any defects, informalities or irregularities in their proposal.
- Negotiate any and all aspects of any proposal and the provisions of the Agreement (including, without limitation, those provisions relating to fees and/or any scope of supply of services) with any one or more proponents at any time in its sole discretion, whether before, during or after the selection and evaluation process.
- Cancel this RFP at any time for any reason and thereafter proceed in any manner it sees fit, in its sole discretion, including:
 - Issuing a new request for proposals or other procurement documents based on the same or changed scope of services or other requirements.
 - Entering into sole source negotiations with any one or more of the proponents or any other person.
 - Cancelling the procurement in its entirety.

9.10. This RFP and the Agreement entered into by the WBEA and the successful proponent shall be governed and construed in accordance with the laws of the Province of Alberta and the federal laws of Canada applicable therein.

10. Costs Incurred by Proposer

10.1. The WBEA is not responsible for any costs incurred by proponents in preparing their proposals, attending any meetings or interviews with the WBEA, making any presentations to the WBEA in connection with their proposals, negotiating an Agreement with the WBEA, or otherwise incurred in connection with this RFP process.

11. Selection of Successful Proponent

11.1. The successful proponent will be expected to enter into an Agreement for the Services in a form acceptable to the WBEA and the successful proponent.

11.2. Any Agreement executed pursuant to this RFP will, among other things, require the successful proponent to indemnify and hold harmless the WBEA and its officers and its employees from and against all liability, claims, losses, and demands, on account of any injury, loss, or damage, which may arise out of or be connected with the proponent's performance of the Services, to the extent that such injury, loss, or damage, or any portion thereof, is caused by, or claims to be caused by, the negligent act, omission, or other fault of the proponent or any subcontractor of the proponent, or any officer, employee, or agent of the proponent or any subcontractor, or any person for whom the proponent is responsible.

11.3. The Agreement shall also require the selected proponent to carry adequate amounts of insurance, including professional liability and cyber liability insurance. Said insurance will be required to be maintained in full force and effect during the term of the Agreement.

- 11.4. The WBEA may conduct such investigations as it deems necessary to assist in the evaluation of any proposal.