REQUEST FOR PROPOSAL
FireSmart™ IT Service Enhancement - FSITSE

January 12, 2024

LIST OF CONTENTS

1. Introduction

Overview
FireSmart™ Canada operates a national program that aims to educate Canadians from coast to coast about wildland fire prevention and mitigation. In April 2021, FireSmart™ Canada merged with the Canadian Interagency Forest Fire Centre (CIFFC), a not-for-profit corporation owned and operated by federal, provincial, and territorial wildland fire management agencies, to create a truly national prevention and mitigation program.

Project Overview
As part of our commitment to operational excellence and alignment with our mission, FireSmart™ Canada is initiating a strategic transition to a new IT service provider. This initiative is driven by the organization's goal of enhancing operational efficiency, scalability, and alignment with broader industry standards.

Context and Strategic Importance
FireSmart™ Canada recognizes the strategic importance of robust IT services in supporting our mission of effective wildland fire prevention and mitigation. The onboarding of a new IT Service Provider is a key step in ensuring the continued delivery of high-quality IT services, adapting to evolving technological landscapes and fostering innovation in our operational processes.

Scope of the RFP
This RFP seeks an experienced IT Service Provider proficient in seamless integration into our operations, emphasizing expertise in wildland fire prevention and mitigation. The chosen provider will ensure uninterrupted IT services and spearhead the development of innovative solutions, contributing to the empowerment of communities in understanding, preventing, and mitigating wildland fire risks.

Organization Background
FireSmart™ Canada operates as a collaborative entity, bringing together various stakeholders and experts in wildland fire management, prevention and mitigation. Our commitment to excellence and innovation is reflected in our mission to provide leadership, coordination, and support to advance effective wildland fire prevention and mitigation across Canada.

Vision for IT Services
The vision for IT services at FireSmart™ Canada is to leverage cutting-edge technology, streamline operational processes, and ensure the security and reliability of our information systems. The selected IT Service Provider will contribute significantly to the realization of this vision by providing innovative solutions and maintaining a robust IT infrastructure.

Project Goals
The primary goals of this project include:

Efficiency: Streamlining IT processes to enhance operational efficiency.

Alignment: Align IT services with FireSmart's mission and industry best practices.

Future Scalability: Ensuring the scalability of IT services to meet evolving organizational needs.

Proposal Submission Guidelines
For detailed submission guidelines, please refer to Section 3 of this document.

FireSmart™ Canada looks forward to receiving proposals from qualified and dedicated IT service providers who share our commitment to effective wildland fire prevention and mitigation.

2. Definitions

CIFFC means **C**anadian **I**nteragency **F**orest **F**ire **C**entre.

FireSmart™ Canada is a national organization that aims to educate Canadians from coast to coast about wildfire prevention and mitigation.

Agencies refer to the federal, provincial, and territorial ministries or departments mandated with wildland fire response within their respective jurisdictions.

RFP means **R**equest **f**or **P**roposal.

Participant means anyone submitting a response to this RFP.

3. Request for Proposal

FireSmart™ Canada is extending an invitation to interested parties to provide proposals for the FireSmart™ IT Service Enhancement Project.

Project Background

The FireSmart™ IT Service Enhancement Project emerges from the strategic vision of the FireSmart™ Canada organization to bolster its technological infrastructure and services under the FireSmart™ program. FireSmart™, a vital program within CIFFC, focuses on proactive wildfire risk reduction measures, community engagement, and fostering resilience against wildland fires.

Over time, FireSmart™ Canada has recognized the imperative need to enhance its IT services dedicated to the FireSmart™ program. The current technological landscape demands a comprehensive and adaptive approach to efficiently manage data, improve communication, and support collaborative initiatives. The FireSmart™ IT Service Enhancement Project aims to address these requirements, ensuring that the IT services align seamlessly with the program's evolving needs.

Project Goals:

1. **Enhanced Service Delivery:**
   o Improve the delivery of IT service and support by leveraging the capabilities of the new provider, ensuring reliability, efficiency, and responsiveness.

2. **Robust Infrastructure:**
   o Offer a more robust IT infrastructure that can effectively support the diverse needs of the FireSmart™ program.

3. **Optimized Operations:**
   o Optimize IT operations for greater scalability, and flexibility, allowing for seamless adaptation to changing program requirements.

4. **Increased Service Resilience:**
   o Enhance the resilience of IT services to minimize downtime and disruptions, ensuring continuous support for FireSmart™ goals.

5. **Strategic Alignment:**
   o Align IT services strategically with the goals of the FireSmart™ program, fostering a synergistic relationship between technology and wildfire prevention and mitigation efforts.

Expectations of Participants

1. **Understanding of Project Requirements:**
   o Participants are expected to provide an initial assessment of the project's scope, including all applications, their functionalities, and the current challenges faced.

2. **Technical Expertise:**
   o Proposals should showcase technical expertise in handling diverse technologies and architectures related to the applications in question. Highlight past experiences in successfully providing support services for similar projects.

3. **Business Expertise:**
   o Participants are expected to provide a thorough understanding of public program platforms and assessment applications.

4. **Service Provider Capabilities:**
   o Present a detailed overview of the participant's capabilities, infrastructure, and resources available for delivering the required 3-tier support service.

5. **SLA Commitments:**
   o Participants are expected to clearly define proposed Service Level Agreements (SLAs) for response times, issue resolution, and overall support service quality.

6. **Approach to Backlog Resolution:**
   o Outline a strategic approach for addressing the current backlog of open tickets, emphasizing efficiency, prioritization, and a systematic resolution process.

7. **Financial Proposal:**
   o Provide a transparent and competitive financial proposal that includes a breakdown of costs associated with the 3-tier support service and backlog resolution.

8. **Collaborative Approach:**
   o Participants are encouraged to propose a collaborative approach that involves regular communication, stakeholder engagement, and a commitment to working closely with FireSmart™ Canada throughout the enhancement process.

9. **Timeline Adherence:**
   o Participants are expected to be committed to and consistently adhere to the established project timeline outlined in this Request for Proposal (RFP).

10. **Reference and Case Studies:**
    o Include references from previous clients with similar project requirements, along with success stories and testimonials.

    o Share relevant case studies that demonstrate the vendor's ability to address complex challenges and deliver effective solutions.

11. **Compliance with Standards:**
    o Adherence to industry standards, best practices, and compliance with relevant regulations is expected. Participants should outline how their proposed solutions align with these standards.

Note: FireSmart™ Canada shall not be responsible for any costs incurred by any Participant in preparing, submitting, and presenting proposals. All responses and accompanying documentation received under the RFP shall become the property of FireSmart™ Canada and shall not be returned to the Participant. This RFP may not result in any contract awards and contains no contractual offer of any kind. Any RFP and quote received will be treated as an offer by the Participant and not as an acceptance of an offer made by FireSmart™ Canada. Responses received unsigned or after the RFP closing date and time will not be considered. If responses are ambiguous, unclear or unreadable, they may not be considered.

RFP Submission

FireSmart™ Canada is interested in the Participant's current abilities to demonstrate a high level of expertise and proven experience in successfully executing IT service enhancement projects, possess a comprehensive understanding of the goals and objectives of the FireSmart™ program, commit to a collaborative approach, execute the project in a timely and efficient manner, meeting milestones and deadlines outlined in the project plan, adhere to industry standards, best practices, and compliance with relevant regulations throughout the project duration, ensure a seamless transition and onboarding process for all IT applications, features, operations, and management systems, build comprehensive documentation and facilitate knowledge transfer, implement robust cybersecurity measures to ensure the confidentiality, integrity, and availability of sensitive information related to FireSmart™ Canada, demonstrate flexibility and adaptability to evolving project requirements and changes, and implement rigorous quality assurance processes to deliver high-quality and reliable IT services.

Participants must clearly highlight the merits of their submissions and particularly note that the following, though not necessarily exhaustive, are critical to FireSmart™ Canada in its assessment of the submissions.

    i. Demonstrate proficiency in **Service Delivery** and **Customer Support**.

    ii. Demonstrated at minimum 3 similar IT service enhancement projects ;

    iii. 10 years of specialized expertise in planning and executing comprehensive IT transition projects, including the seamless transition of applications, features, and management systems;

    iv. Strong track record of engaging collaboratively with clients and stakeholders, fostering open communication, and maintaining a client-centric approach throughout the project lifecycle;

    v. Expertise in implementing robust cybersecurity measures, ensuring the security and integrity of IT systems and sensitive data associated with the FireSmart™ Canada program;

    vi. Proven project management skills, including the ability to effectively plan, execute, and monitor projects, meeting timelines and delivering results within scope and budget;

    vii. Strong documentation skills and the ability to facilitate knowledge transfer;

    viii. A flexible and adaptable approach to accommodate changing project requirements and evolving needs;

ix. Dedication to implementing rigorous quality assurance processes, ensuring the delivery of high-quality and reliable IT services that align with the standards and expectations of the FireSmart™ Canada program.

RFP submissions must include:

i. A statement indicating the Participant's understanding of the project and proposed methodology to produce a report based on deliverables in Section 5.

ii. A summary of services to be provided.

iii. A complete resume indicating the Participant's experience as it relates to the requirements outlined above.

iv. Contact names from three (3) clients for similar projects to be used as reference checks (if required).

v. An indication of the earliest date that the Participant could begin the project.

vi. A Time and Material with Cap (T&M with Cap) for the total cost of the project, as follows:
   a. **Transition of Application Services (Maintenance and Management):**
      i. A quote that specifies the resources (human and technical) allocated for the transition phase, ensuring that an adequate team is assigned to facilitate a seamless transition.

   b. **Support Services:**
      i. Detailed quote for the 3-tier support services, breaking down the costs associated with Tier 1, Tier 2, and Tier 3 support, including proposed Service Level Agreements (SLAs), specifying any associated costs or incentives tied to meeting or exceeding SLA targets.

Submissions must be received by **6:00 PM CT, January 26, 2024**. Submissions must be signed by a representative with the designated authority to bind the Participant to the terms, conditions, articles, and obligations of the proposal. Submissions shall be delivered by email to **emmanuel.diaz@ciffc.ca**

All submissions and any amendments thereto received after the closing date and time will not be accepted.

Participants may be required to make a virtual presentation to FireSmart™ Canada representatives to further explain their proposal. Presentations are limited to no more than 45 minutes, with a 15-minute question period.

Participants are requested to submit any questions regarding this RFP, in writing, no later than **January 19, 2024** to the following individual. Enquiries and responses will be recorded and may be distributed to all Participants.

Emmanuel Diaz
emmanuel.diaz@ciffc.ca
204-784-2030

4. RFP Schedule of Events

RFP Issue Date: January 12, 2024
Deadline for Participant Enquiries: January 19, 2024
RFP Submission Closing: January 26, 2024
Presentation Notifications (if required):   No later than January 19, 2024
RFP Presentation (if required):   Week of January 22, 2024

If, after analysis of the Submissions, FireSmart™ Canada wishes to proceed with one of the proposals, the Participant will be required to enter into a contractual arrangement with FireSmart™ Canada (FireSmart™ Consulting or General Services Contract). The tentative timelines for completion of the project are as follows.

Project Start Date: February 5, 2024
Preliminary Report Due: February 16, 2024
Final Report Due: February 29, 2024

5. Project Scope and Deliverables

Scope of Work (SOW)

SOW	SOW Description
SOW 1:	Conduct a comprehensive assessment of the existing applications and their current backlog of issues.
SOW 2:	Create a transition plan outlining the strategy, timelines, milestones, and activities for transitioning services.
SOW 3:	Create a backlog assessment plan, including a prioritization strategy and resolution progress reporting.
SOW 4:	Undertake the services responsibility and accountability of all applications and their current backlog of issues.
SOW 5:	Implement high availability configurations across all applications to minimize downtime and ensure continuous access.
SOW 6:	Establish comprehensive monitoring systems for all applications to track performance and health, with automated alerting for prompt issue resolution.
SOW 7:	Review current backup procedures for all applications, coupled with a disaster recovery suggestion to swiftly restore services in case of unexpected incidents.
SOW 8:	Regularly apply system updates, patches, and security fixes to ensure that the hosting environment remains up-to-date and resilient against emerging threats.
SOW 9:	Provide comprehensive documentation outlining the hosting architecture, configurations, and procedures for efficient knowledge transfer.

SOW 10:	Establish a support team available during working hours to respond promptly to incidents, troubleshoot issues, and ensure continuous service availability with fully implemented 3-tier service desk process, and with an option for after hours and weekend support when needed.
SOW 11:	Provide separate test environment for controlled testing.
SOW 12:	Create a backlog resolution system through ticket generation, addressing the backlog of issues that involves systematically identifying, prioritizing, and resolving issues through the generation and management of tickets.
SOW 13:	Provide a Service Level Agreement (SLA) that outlines the commitments and expectations between the Contractor and FireSmart™ Canada, including response times, resolution times, and other performance metrics.
SOW 14:	Provide a specification of the types of documentation expected, including manuals, troubleshooting guides, and any updates resulting from continuous improvement initiatives.
SOW 15:	Provide a document outlining the strategy for ongoing improvement initiatives, including performance reviews, feedback mechanisms, and recommendations.

FireSmart™ Canada will entertain an additional scope of work as recommended by the Participant that would contribute positively to the project.

Please note this RFP does not extend to the implementation of any recommendations for change.

6. Proposal Quote

Please provide the T&M with a Cap Quotation in the following format.

Item	Fee	Tax	Total (incl. tax)
Work/Deliverable schedule list here			
TOTAL			