



*Request for Expression of Interest  
for Information Technology Services*

## **Calgary Regional Partnership**

Response Due: 4pm MDT on April 15, 2010

Email response to: Harold Esche [harold.esche@calgaryregion.ca](mailto:harold.esche@calgaryregion.ca).

Mailed or faxed submissions will not be accepted.

**March 19, 2010**

## 1.0 Introduction

**The Calgary Regional Partnership (CRP) is seeking a qualified IT service organization to maintain and support the desktop environment for staff. The current IT environment consists of eight (8) laptops and printers.**

The Calgary Regional Partnership is an association of 14 communities from Banff to Strathmore, Crossfield to Nanton, with Calgary and other municipalities in between representing 1.2 million residents of unique landscape. The Partnership is a strong coalition of municipalities that understands the synergistic relationship of local governments in the region.

The Partnership's vision is, *"We are **working together to live in balance with a healthy environment, in enriched communities, with sustainable infrastructure and a prosperous economy.**"*

Priority initiatives include implementation of the Calgary Metropolitan Plan which protects the environment and agriculture; guides growth to where it should more efficiently go and should not go; and integrates planning for efficient infrastructure including environmental protection, regional transit and transportation, water and wastewater servicing, economic development, waste management and Geographical Information systems (GIS).

The Partnership's associated regional projects include:

- A **Regional Economic Development Program** which markets and develops the region through coordinated and strategic projects.
- A **Regional Transit Program** which will develop convenient and reliable regional transit to reduce the region's vehicle dependency and create more compact, complete and connected communities.
- A **Regional Water & Wastewater Servicing Program** which will create a sustainable regional water and wastewater system based on water conservation, watershed protection and sustainable settlement patterns.
- A **Regional Ecological Infrastructure Systems** plan including corridors, large patches, major stepping stones, watershed/riparian areas, publicly acceptable recreation areas and regional scale parks)
- A **GIS Regional Mapping** program which is creating new web-based mapping tools to help municipal decision makers better plan at the local and regional level.
- A **Regional Composting** project will ultimately turn 50% of the region's waste stream going into our landfill into a valued resource - compost and/or energy.

CRP is a proactive and inclusive approach to planning. Growth in the region is inevitable and our collaborative approach allows us to take into account all the demands on the region and to make decisions that are consistent and aligned with what the region identified as its priorities.

More information on the Calgary Regional Partnership can be found at: <http://www.calgaryregion.ca/>

## 2.0 IT Environment and Support Requirements

The Calgary Regional Partnership main office is located at the Cochrane Ranche House in Cochrane, but most of the staff telecommute or work in a distributed “virtual office” environment. Each staff’s laptop is currently configured with Microsoft Windows, Microsoft Office, Adobe Acrobat plus other minor software and utilities. The version of the operating system and software tends to vary with purchase date of the laptop. There are currently no centralized file servers managed by the CRP. Email and web services are provided by an external service and network services at the Cochrane Ranche House are currently provided by the Town of Cochrane.

The Calgary Regional Partnership is seeking an IT service organization to configure, maintain and support the staff IT equipment and services. There are currently eight (8) laptops and printers. The services provided would include, but not be limited to:

- Advice on purchase of equipment
- Initial software configuration of new equipment
- Develop and implement software standards
- Develop and implement information security standards – e.g., backup, anti-virus, etc.
- Day-to-day software and hardware support (both on-site and remote capabilities)
- Software support outside normal office hours
- Develop, implement and support new services (e.g., collaborative tools, data sharing, etc.)
- Technical support for web site

The immediate need is for support of the laptop, wireless and print environment, but as the Calgary Regional Partnership continues to evolve into a more permanent and larger institution it is anticipated there will be need for improved collaborative tools either via the implementation of CRP file servers or using web-based software. As well, the current Regional Geographic Information Systems (GIS) project may result in the need for the CRP to implement and maintain some GIS servers (see <http://www.rockies.ca/crp/> for more information).

### **3.0 Submission Requirements**

Interested parties should submit the following by 4pm MDT on April 15, 2010 in pdf or MS-Word format by e-mail to:

Harold Esche [harold.esche@calgaryregion.ca](mailto:harold.esche@calgaryregion.ca)

Mailed or faxed submissions will not be accepted.

Documents to be submitted:

1. Covering letter,
2. Description of how the required services (described above) will be provided plus associated Service Levels (e.g., time to response for support requests),
3. Expected monthly, hourly and/or per-service fees, and
4. Two (2) client references with description of services provided and complete contact information, including phone and e-mail.

### **4.0 Representations**

This Expression of Interest (EOI) is not a Request for Proposal (RFP) or procurement solicitation of any kind. Based on responses to this EOI, the Calgary Regional Partnership will select candidates for consideration.

Based on responses to this EOI, the Calgary Regional Partnership may negotiate with one or more qualified individuals, firms or agencies or may choose to have such firms or agencies respond to a more detailed Request for Proposal. In addition, the Calgary Regional Partnership reserves the right to discuss details of any EOI with its respective submitter. The Calgary Regional Partnership also reserves the right to reject all EOI's and end any further communications or process.

### **5.0 Enquiries**

Questions relating to this document should be directed to Harold Esche at [harold.esche@calgaryregion.ca](mailto:harold.esche@calgaryregion.ca).