



TOWN OF THREE RIVERS REQUEST FOR PROPOSALS

MANAGED INFORMATION TECHNOLOGY SERVICES

RFP No: RFP Managed Information Technology Services

Issue Date: October 1, 2026

Closing Date and Time: 2:00pm, October 15, 2026 (Atlantic Time)

Contact:

Dawn Arsenault, Manager of Finance

Town of Three Rivers

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902-838-2528

1. Invitation

The Town of Three Rivers invites proposals from qualified firms to provide fully managed IT services. As the Town has no dedicated in-house IT department, the provider will be responsible for day-to-day support, systems, cybersecurity, business continuity and technology planning. The Town will confirm its user, location and equipment inventory with shortlisted Proponent.

2. Required Services

- Help desk and user support: telephone/email ticketing, remote and on-site troubleshooting, equipment and software support, user onboarding/offboarding and after-hours emergency assistance.
- Systems administration: manage workstations, networks, firewalls, servers (if applicable), Microsoft 365, accounts, licensing, patching, monitoring and coordination with other software vendors. Maintain a current Town-owned asset inventory and system documentation.
- Cybersecurity and risk: complete an initial risk assessment and prioritized improvement plan; manage multifactor authentication, access controls, endpoint protection, vulnerability remediation, security monitoring, incident response and annual staff awareness training.
- Backups and continuity: monitor protected backups, including applicable cloud services; test restoration regularly; maintain disaster recovery procedures and propose recovery targets for critical systems.
- IT advice, equipment and planning: provide a designated IT lead; assess existing computers, servers, network equipment and other technology; recommend suitable equipment, upgrades and replacement priorities with specifications, lifecycle and budget estimates; advise on purchasing and vendor selection;

coordinate approved installation and deployment; and provide an annual technology roadmap. Equipment purchases require prior Town approval.

3. Term of Contract

The contract will be for a term of three (3) years, commencing on the effective date of the signed agreement with the successful proponent, with the possibility of renewal for up to two (2) years based on satisfactory performance, mutual agreement and approval of Council.

4. Service Standards and Reporting

Describe regular help desk hours, 24/7 critical-incident coverage, on-site availability in Three Rivers, escalation procedures and any additional charges. The following are proposed initial response targets (qualified technician, not automated acknowledgement):

Priority	Example	Response target
Critical	Major outage or active security incident	30 minutes, 24/7
High	Essential service/multiple users disrupted	1 business hour
Medium	Single-user material disruption	4 business hours
Low	Routine request	1 business day

Provide monthly reporting on tickets, service levels, security issues, backup status and outstanding risks, with quarterly management reviews. Identify any exceptions to the proposed standards.

5. Transition and Data Protection

Include a transition plan, initial assessment timeline, named service manager and backup contact. All Town data, credentials, records and documentation remain at Town property and must be returned in usable form at contract end. Describe hosting locations, subcontractors, confidentiality, access controls, breach notification and secure exit arrangements. Additional work and purchases require prior written approval. The final agreement will address insurance, privacy, liability and termination.

6. Insurance and Workers' Compensation

The Successful Proponent shall maintain Commercial General Liability insurance with coverage of not less than Five Million Dollars (\$5,000,000) per occurrence for bodily injury, death, and property damage arising from the provision of services under this Agreement.

The policy shall name the Town of Three Rivers as an additional insured, include cross-liability coverage, and contain a waiver of subrogation in favour of the Town. A certificate of insurance satisfactory to the Town shall be provided before commencement of services.

The Successful Proponent shall maintain Professional Liability insurance (Errors and Omissions) with coverage of not less than Five Million Dollars (\$5,000,000) for claims arising from errors, omissions, or negligence in the performance of professional services under this Agreement. The policy shall be issued by an insurer licensed to provide insurance in the Province of Prince Edward Island.

The Successful Proponent shall be responsible for all deductibles and self-insured retentions under its insurance policies.

The Successful Proponent shall maintain adequate coverage under the Workers' Compensation Board of Prince Edward Island throughout the term of the agreement. Proof of coverage and good standing may be requested by the Town before commencement of services and at any time during the Agreement.

7. Proposal Requirements

- Company profile, relevant municipal/public-sector experience and three references.
- Proposed staffing, support model, on-site response, service levels and transition plan.
- Approach to cybersecurity, risk reduction, backup and disaster recovery.
- Sample reporting, first-year priorities, approach to equipment assessments and recommendations, procurement independence or reseller arrangements, exclusions and any subcontracting.
- Equipment recommendation process, including objective specifications, lifecycle costs, warranties and any vendor incentives.
- Itemized Canadian-dollar pricing: fixed monthly fee, included services, licensing, backup/security charges, setup, travel, after-hours support, optional hourly rates, equipment assessment and deployment charges, procurement markups or commissions, and annual increases. Price equipment separately from managed services.

7. Evaluation

Criterion	Weight
Relevant experience and references	15%
Support model, staffing and local response	25%
Cybersecurity, risk and continuity	25%
Transition, reporting and advisory	15%
Total cost and pricing transparency	20%

8. General Terms and Conditions

- The lowest or any proposal will not necessarily be accepted.
- The Town reserves the right to cancel this RFP at any time.
- All documents submitted become the property of the Town.
- The successful Proponent will be required to enter into a Service Agreement with the Town which will include all the terms and conditions necessary for conducting business with the Town of Three Rivers.
- The Proponent shall indemnify and hold harmless the Town from any and all claims, damages, or liabilities arising out of the performance of this contract.

9. Procurement Conditions

Submit a signed, searchable PDF by 2:00 pm, October 15, 2026, to darsenault@threeriverspei.com with the subject line "RFP Managed Information Technology Services." Written questions must be submitted by October 13, 2026. Responses and amendments will be shared with all known Proponents. Proposals remain valid for 90 days. The Town may seek clarification, check references and negotiate with a preferred proponent in accordance with its procurement policy and applicable requirements. No contract exists until a written agreement is signed.