



January 26, 2024

## Request for Proposal: Managed Service Provider (MSP)

### Executive Summary

Rugby Canada invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide IT managed services to Rugby Canada over a 2 year period, beginning on March 1, 2024 and ending no later than February 28, 2026. Following the initial term, there is a possibility to renew this contract..

### Company Information

Rugby Canada is the national governing body of the sport of Rugby Union in Canada with a head office in Langford, BC and a commercial office in Vancouver, BC. Encompassing all ten provinces, Rugby Canada provides support via administrative oversight and implementation of national registration and insurance programs, allowing rugby organizations in the provinces and various regions to focus on the development of the sport in their respective catchment areas. We have Men's and Women's national teams playing at the highest level of Rugby in both the 15s and 7s formats of the game, with events across the year being held within Canada.

Rugby Canada owns a subsidiary, Canada Men's International Sevens, that owns and operates the Rugby Sevens event held annually at BC Place in Vancouver.

Our current IT environment management is outsourced to a third party provider. Here is additional information about our current IT setup.

- Oversight of IT – Stuart Kerby, Managing Director, Finance & Administration
- 62 current users, although in a growth period for staff
- PCs predominantly used, although Macs are utilized for select High Performance staff due to some of the apps and programs required
- Mainly virtual servers with one physical server in Langford, BC
- Mixture of work locations across Canada and mixture of onsite, hybrid and remote working

#### HEAD OFFICE

Victoria Office / Bureau de Victoria  
3019 Glen Lake Road  
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Vancouver, BC CANADA V6B 5C6  
Tel / Tél: 778-379-5770

rugby.ca  
contact@rugby.ca





### Software/Cloud-based solutions used at Rugby Canada

- Microsoft 365 – Office software is downloaded on to workstations
- Adobe Acrobat
- Quickbooks Online
- Beanworks (Quadient AP)
- Folks HR
- Hudl
- The Sports Office
- Tradeable Bits
- Box ([www.box.com](http://www.box.com)) Secure Document Vault

All ERP and analysis programs managed by 3<sup>rd</sup> parties

### IT Services Requirements & Scope

As part of this RFP, Rugby Canada sees the following services as current priority items:

- Help Desk Support
- Desktop and Laptop Support (including installation and repairs, onboarding/offboarding)
- Printers, Copiers and Scanners
- E-mail system management
- Server & Network System Monitoring & Management
- Patch Management Services & Preventative Maintenance
- Business Continuity and Disaster Recovery
- Remote Backup
- Antivirus, AntiSpam and Antispyware protection
- Networking Support
- Security System Monitoring
- Vendor Management
- Warranty and Asset Inventory Management
- Software Licensing Control
- Mobile Device Support
- Reporting
- Technology Strategy planning
- Solution Design
- Service Levels
- IT Policy Review & Development

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- Compliance
- Multi-Factor Authentication
- Vulnerability Training

### **Additional Services that can be included in proposal**

- Project Management & Special Projects
- End-user Security Awareness Training

### **Timeline**

RFP Distributed to MSPs – January 26, 2024

Responses due from MSPs – February 7, 2024

Response analysis completed & successful company informed – February 12, 2024

MSP Go Live – March 1, 2024

### **Bid Selection Criteria**

Completeness of Solution

Proven Previous Experience and references

Vendor Strength & Stability

Account Management

Reporting Capabilities

Financial Considerations

### **Contact Information**

Should you wish to ask questions any time leading up to the response deadline, please e-mail Stuart Kerby ([skerby@rugby.ca](mailto:skerby@rugby.ca)) for a response.

All proposals need to be delivered electronically to Stuart Kerby at Rugby Canada by 5pm PT on February 7, 2024. Any responses received after that time and date will not be considered.

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