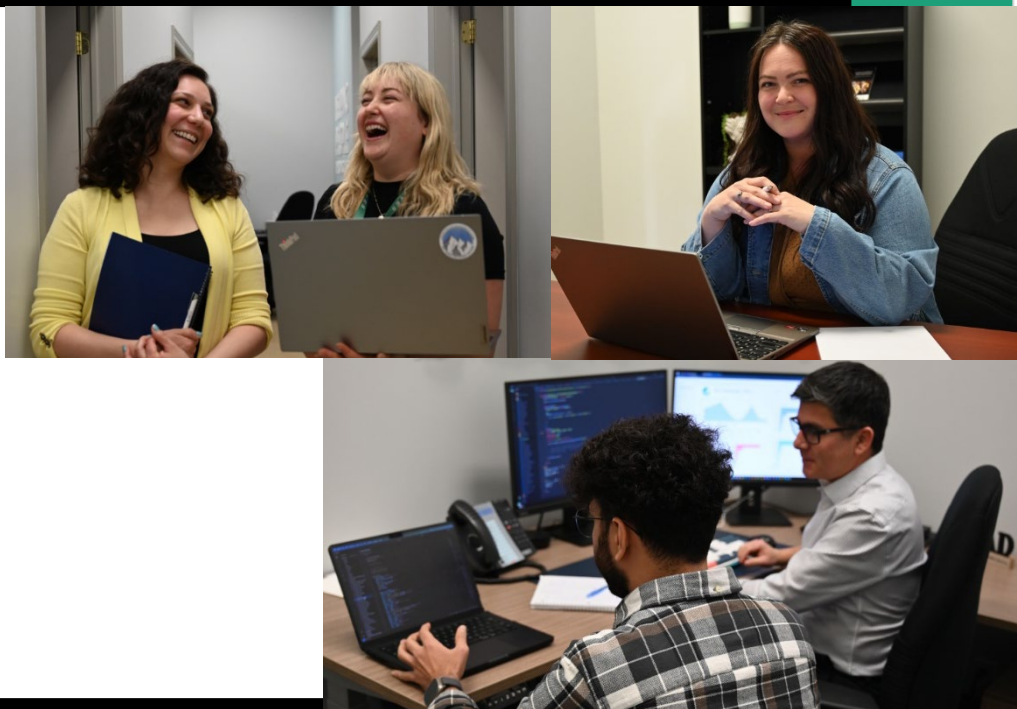


Request for Proposal



Outsourced IT & Managed Services

Request for Proposal (RFP)

The South Essex Community Council (SECC) 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 SECC over a 3-year period, beginning on May 1, 2026, and ending April 30, 2029. After the initial 3 year term, there is a possibility of extending this contract for an additional two terms of 1 year each.

Proposals should be submitted by **Thursday February 12th, 2026 – 5:00pm EST**.

Introduction to South Essex Community Council

SECC is a charitable community service organization that has been serving the community since 1973. SECC is a third-party deliverer of several programs funded by the Federal and Provincial governments. These funders include: Immigration, Refugees and Citizenship Canada; Ministry of Language, Immigration, Training, and Skills Development; Ontario Health – West; and The Corporation of the City of Windsor. SECC also receives funding from United Way Windsor-Essex and the surrounding municipalities.

SECC's operating hours are Monday to Friday from 8:30am to 4:30pm, and Saturdays from 8:30am to 12:30pm.

SECC is a living wage employer, and its work environment is free from discrimination, harassment, bullying, or any other form of disrespectful or inappropriate conduct. It is very important to SECC to partner with organizations and businesses who subscribe to similar values and will help SECC achieve its mandate of: "Helping people. Improving lives."

Our core values include:

- People—We put them first.
- Integrity—We do the right thing.
- Compassion—We care.
- Inclusivity—We welcome everyone.

Although SECC is a non-profit organization, we are interested in doing our best to utilize technology in the most effective and responsible way possible to achieve our goals, support our staff and ensure our clients receive excellent client-centered care.

Scope of Work

SECC is seeking the services of an Information Technology Managed Services Provider (MSP) who will provide a full range of IT support services, including onsite and remote system maintenance, advanced desktop support and troubleshooting, proactive network management, software licensing management, equipment warranty management and assisting in IT asset tracking and resource planning.

SECC may rely heavily on the service provider, from time to time, to provide input into planning, establishing, implementing and maintaining the network infrastructure, applications and hardware.

SECC has approximately 156 personal laptops and multiuser devices, 6 android tablets and iPads, and 47 mobile phones at three locations:

- 215 Talbot Street E, Leamington
- 21 Mill St W Unit B, Kingsville
- 1168 Drouillard Rd Windsor

Current Technology Configuration:

- Network Connectivity: All internet services at Leamington and Kingsville locations are provided by Cogeco Fibre.
- Network Servers: One physical server is in use as a Hyper-V host and is partitioned into 3 virtual machines running for user management purposes only. There are no applications or data storage processes running on this server.
- Office 365
- Current antivirus setup includes combinations of Datto AV, OpenText™ Core Endpoint Protection, Webroot SecureAnywhere, and Windows Defender across all devices.

Selection Criteria

SECC will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as thorough and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated:

- Service & Support offering
- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Account management
- Reporting capabilities
- Financial considerations
- Three (3) references

Proposal Requirements

To understand more about your company and your ability to successfully fulfill this important SECC requirement, please provide the information below as part of your response, clearly referencing each specific question.

Give a brief overview of your organization's involvement in providing IT services, including:

- How long has the organization been in this business?
- Indicate the number of employees in your organization.

- What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
- Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the subcontracted components and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
- Please provide details of three current customer accounts that are similar in scope and requirements to those of SECC.
- What are your company values or philosophy?

In addition to providing a full description of services and support that you are offering, please make sure to include the following:

- Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.
- Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end user perspective.
- What options are available for user training and technical training that may be required by our staff?
- How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?

Questions & Submissions

Please direct all questions and submissions to:

Tim Friesen
 South Essex Community Council
tfriesen@secc.on.ca

No Obligation

The submission of this proposal shall not in any manner oblige SECC to enter a contract or to be responsible for the costs incurred by your organization in responding to this request.

Agreement of Non-Disclosure

This document is proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of SECC solely for the benefit of SECC.

No Guarantee

SECC makes no guarantee of future volumes and offers volume information for directional purposes only, to assist service providers with proposal preparation.