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Request for Proposal (RFP)

Network Administration Services

Grey Sauble Conservation Authority

1. Introduction

Grey Sauble Conservation Authority (GSCA) is seeking proposals from qualified IT service providers for co-managed network administration services. GSCA has 30 employees working in a Microsoft 365 environment and requires a technology partner to support our onsite Information Services staff members in ensuring the security, reliability, and performance of our IT infrastructure.

2. Organization Background

Grey Sauble Conservation Authority is a community-based environmental organization that protects and enhances the watershed through environmental stewardship, education, and responsible resource management. We are a non-profit agency with staff working from centralized and remote locations and leveraging cloud-based and on-premises technologies to fulfill our mission.

3. Project Overview and Objectives

We are seeking a vendor to provide network administration services that include:

- Firewall configuration and management
- Cybersecurity and endpoint protection
- Patch management for operating systems and applications
- Domain administration (Active Directory, DNS)
- Microsoft 365 support and management
- Network performance monitoring
- Business continuity and disaster recovery planning

The successful vendor will work collaboratively with our internal IT resource to ensure a secure and efficient technology environment.

Current Facility Situation:

GSCA is currently operating from a temporary rental office, in downtown Owen Sound, Ontario, while our main building undergoes major renovations. We anticipate moving into our newly renovated facility in early 2026. This transition may present an opportunity to **upgrade firewall or network hardware**, reconfigure the network layout, and implement

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more modern infrastructure. Vendors are encouraged to consider and comment on how they would support this future transition as part of their proposal.

User Counts and Layout:

Rental Office (901 3rd Ave. East, Owen Sound): 24 staff

Main Administration Centre Shop (237897 Inglis Falls Road, Owen Sound): 5 staff

Main Administration Centre (237897 Inglis Falls Road, Owen Sound): Undergoing Renovations currently, all 24 staff at rental office will move back to this building once complete (Feb – April 2026).

Various Remote (home locations): 24 staff have workstations at their homes and use OpenVPN to access network resources and O354 storage. Two days of remote work is permitted per week. Microsoft MFA is being used.

Servers:

- Primary physical servers [4]

    o Proliant DL380 G10 (Windows Server 2022), HyperV host [12 guest VM's, 7 Servers, 4 Win11, 1 Linux agent], DNS, DHCP

    o Proliant DL380 G7 (Windows Server 2022), Veritas BackupExec (inactive), WSUS, HyperV host [4 Win11 guests, 1 Linux Azure Agent]

    o Proliant DL380 G8 (Windows Server 2022), Hyper-V Host [5 guest VM's, 3 Servers, 1 Win11 Admin PC, 1 Virtualized IPFire instance]

    o HP Z600 Workstation (Windows Server 2022), Active Directory Domain Controller, secondary

- Virtual Servers [hosted on G10 or G8 above]

    o GSC-DC01 (Windows Server 2022), Active Directory Domain Controller, primary [G10 VHost]

    o GSC-DC02 (Windows Server 2022), Active Directory Domain Controller, secondary [G8 VHost]

    o GSC-ACCOUNTING, (Windows Server 2019), Softrak Adagio Accounting modules, [G10]

    o GSC-WSUS (Windows Server 2022), Windows Update Services [G8]

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- o RMO (Windows Server 2019), Custom public facing webservice & database [G10]

- o GSC-IMAGERY (Windows Server 2019), File Server for geospatial imagery & other image files [G10]

- o GSC-SQL02 (Windows Server 2019), MS SQL Server, Postgres, primarily geospatial databases supporting Manifold GIS, QGIS, collected field data [G8 Vhost]

- o GSC-SQL03 (Windows Server 2019), MS SQL Server, custom finance databases/apps, custom Timesheet & In/Out application [G10]

- o GSC-WEBSERVICES (Windows Server 2019), Entra Cloud Sync (hybrid cloud w/writeback), MS On-Premise Data Gateway [G10 Vhost]

- o GSC-READYNAS104 (Linux, Netgear NAS), File Storage with limited staff access

- o GSC-SYN-NAS (Linux, Synology RS1221+), File Server with Active Directory integration

End-User Devices (on LAN today):

- 38 workstations running Windows 10, Windows 11

- 10 unmanaged mobile devices via wifi

- 6 print devices (3 desktop, 2 Xerox MFC, 1 Canon plotter)

Firewalls

- IPFire Community Build 2.29 Core-Update 189 , OpenVPN, QoS, Squid Proxy – Static IP

Switches

- Dlink DGS1248 (48 port)

- DLink DGS1216 (16 port)

- DLink DGS1210-52 (48 port w/SFC fiberchannel)

- there are (sadly) small switches at a few locations connecting 'pods' of a few endpoints back to the main switches above

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- there are 4 (mixed vendor, discrete) wireless access points between the main building and the operations workshop

- there is 1 point-to-point 840 Mbps (Engenius) wireless link between the main building and the operations workshop

Main Applications/Software

- Microsoft Office 365 Business Premium
- SQL Server 2017 (local)
- PostGres
- Manifold GIS
- QGIS
- Adagio Accounting Application
- Paydirt Payroll Application
- PDFXchange
- Adobe Creative Cloud Suite
- Veritas BackupExec (inactive/unlicensed)
- Windows Event Logging
- IPFire Firewall
- Teams Phone service, Rogers OperatorConnect. 4 sip trunks, 48 numbers

4. Scope of Work

4.1. Infrastructure Management

- Monitor and manage firewalls and network hardware
- Configure and maintain secure network infrastructure, VLANs, and wireless access

4.2. Security Services

- Provide cybersecurity monitoring and threat response
- Deploy and manage endpoint protection
- Implement and manage patching strategies

4.3. Patch Management

- Coordinate and deploy regular updates for servers, desktops, and applications
- Conduct pre-deployment testing of critical patches

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4.4. Domain and Microsoft 365 Administration

- Manage Active Directory, user accounts, groups, and GPOs
- Entra ID, Intune, and Defender Administration
- Administer Microsoft 365 services (Azure, Exchange Online, Teams, SharePoint, OneDrive)

4.5. Support and Collaboration

- Collaborate closely with GSCA's onsite IT staff
- Maintain documentation and provide regular reports

4.6. Business Continuity

- Advise on backup strategies and disaster recovery plans
- Support periodic testing of business continuity protocols

5. Proposal Requirements

5.1. Company Overview

- Summary of company history and service offerings
- Experience supporting non-profit organizations

5.2. Technical Proposal

- Approach to co-managed IT support
- Technologies and platforms used
- Staff structure and support availability

5.3. Pricing Structure

- Detailed pricing (flat rate, monthly, or per-service)
- Setup/onboarding costs (including any required hardware updates)
- Optional services pricing

5.4. References
- At least three references from similar clients

5.5. Insurance and Certifications

- Proof of liability and cyber insurance
- Relevant industry certifications (e.g., Microsoft, Cisco, CompTIA)

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- Proof of WSIB coverage

6. Evaluation Criteria

Proposals will be evaluated based on:

- Relevant experience and qualifications
- Proposed methodology and support model
- Cost/value proposition
- References and client feedback
- Alignment with GSCA's non-profit mission and needs

7. Submission Instructions

- Proposal Deadline: July 11, 2025
- Format: Submit proposals as a PDF file, maximum 20 pages
- Submission Email: g.dangerfield@greysauble.on.ca
- Contact Person: Gloria Dangerfield, Manager of Information Services

8. Timeline

| RFP Issued | June 23rd, 2025 |

| Questions Due | July 7th, 2025 |

| Proposals Due | July 11th, 2025 |

| Vendor Selection | July 18th, 2025 |

| Service Start Date | September 1st, 2025 |

9. Contact Information

Gloria Dangerfield

Manager of Information Services

Grey Sauble Conservation Authority

Email: g.dangerfield@greysauble.on.ca