



**Application Guidelines**

**Invitation for Proposals (IFP)**

**For Independent Contractor Opportunity for:**

**Consulting Services for Microsoft Office 365 Migration**

**IFP#: 2018-07-10**

**Issued: Tuesday, July 10, 2018**

**Application Deadline: Friday, July 20, 2018 at 12:00 PM EST**

**1. PURPOSE:**

**1.1 (A.C.C.E.S) Accessible Community Counselling and Employment**

**Services**, referred to as “*ACCES Employment*” is soliciting proposals from qualified proponents for consulting services to migrate ACCES Employment from Active Directory to Azure Active Directory and from Exchange 2010 servers to Microsoft Office 365.

1.2 The awarded proponents will work with ACCES Employment’s IT team to perform a readiness assessment of existing infrastructure and to execute an approved migration plan. The goal is to provide a seamless transition to Microsoft Office 365 Cloud architecture while maintaining secure and robust access to and from cloud services.

**2. SCOPE OF SERVICES / DELIVERABLES:**

2.1 A detailed Migration Strategy Plan including technical and communication requirements. The migration plan will have to be seamless ensuring minimal disruption during cutover periods.

The consultant will be responsible for leading the migration project as outlined in sections 2.2 – 2.7 by helping ACCES Employment’s IT team to:

2.2 Migrate Active Directory to Azure Active Directory and to synchronize on-premises Active Domain directories to Azure Active Directory. (ACCES Employment’s domain has a co-location and five office sites, 7 Active Domain controllers with about 180 user accounts, few OUs / GPs and security groups).

2.3 Setup Azure Active Directory security.

2.4 Migrate on-premises Exchange 2010 servers to the Microsoft Office 365. (ACCES Employment already built up an Office 365 space with necessary licenses. Currently, we approximately have 180 mailboxes that need to be migrated to the space with exchange server policies, global addresses, distribution lists, online archiving mailboxes and other server functions).

2.5 Convert Microsoft Outlook from on-premises servers to the Online Exchange server.

- 2.6 Setup OneDrive for each user and to move user roaming profiles to OneDrive.
- 2.7 Test and troubleshooting once the migration is complete by allowing each user to verify that their emails and files were successfully migrated from the server to the cloud.
- 2.8 The proponent will provide three-month post migration support by:
  - 2.8.1 Resolving any issues that cause problems during the three months or predicted malfunctions in the future
  - 2.8.2 Promptly addressing any inquires made by ACCES Employment's System Administrators

### **3. SUBMITTAL REQUIREMENTS:**

- 3.1 An overview of the firm:
  - 3.1.1 Describe your experience, specialty and qualifications to provide the services outlined in the scope of services/deliverables
  - 3.1.2 Organization size and structure
  - 3.1.3 Proponents are required to be licensed Microsoft Partners and preferably an OECM approved supplier
- 3.2 The consulting team or individual information:
  - 3.2.1 Provide names of the consultants that will be assigned to our project and their biographies.
  - 3.2.2 Provide the firm's history regarding its experience with other clients similar to ACCES Employment.
- 3.3 The project approach:
  - 3.3.1 Propose a workplan/timeline for the project including milestones and tasks.
  - 3.3.2 Describe the communication methodology that will be adopted as well as processes and techniques that will be employed during the course of the project.

3.4 Fees:

- 3.4.1 Provide the proposed fee in **Appendix D - Bid Form**.
- 3.4.2 As a Broader Public Sector (BPS) agency, ACCES Employment is unable to reimburse any incidental expenses such as hospitality, food, travel etc.

3.5 Mandatory Requirements:

- 3.5.1 Complete and submit **Appendix B - Conflict of Interest Statement**.
- 3.5.2 Complete and submit **Appendix C - References**, including 3 (three) references from comparable clients served within the past 3 years (of similar size and scope, if possible).
- 3.5.3 Complete and submit **Appendix D - Bid Form**.
- 3.5.4 Submit confirmation of availability for the engagement to achieve the defined in **Section 2. Scope of Services /Deliverables**.

***If a proponent does not meet these mandatory requirements, the proponent's submission will be deemed to be non-eligible and will be eliminated from further consideration.***

3.6 Submission Details:

- 3.6.1 Bidders must complete and submit all requirements on or before the submission deadline. The proposal must be signed by the Bidder's authorized representative, indicating that, if selected, the Bidder will fulfill all requirements. The proposal shall remain valid for sixty (60) days following the due date.
- 3.6.2 Any inquires prior to July 16, 2018 can be submitted electronically to: **Lin Ai**;  
Email: [lai@acesemployment.ca](mailto:lai@acesemployment.ca)
- 3.6.3 Proposals are also to be submitted electronically. A softcopy of the proposal must be received no later than **Friday, July 20, 2018 at 12 PM EST**, to: **Lin Ai**;  
Email: [lai@acesemployment.ca](mailto:lai@acesemployment.ca)
- 3.6.4 Proponents are requested to compile the proposal into a single PDF file.

3.6.5 The subject line of the email is to indicate the proponent’s name and the IFP number.

3.6.6 All proposals are to be submitted to the attention of:

**Selection Committee - IFP# 2018-07-10**  
**ACCES Employment**  
**489 College Street, Suite 100**  
**Toronto, ON M6G 1A5**

3.6.7 To ensure fairness, late submissions and phone calls or e-mails to discuss the applications status will not be accepted. Only shortlisted proponents will be contacted.

3.6.8 All applicants will be notified of the status of their application.

**4. TIMELINE AND KEY DATES:**

<b>Issue date</b>	Tuesday, July 10, 2018
<b>Proponent’s questions deadline</b>	Monday, July 16, 2018
<b>Proposals submission deadline</b>	Friday, July 20, 2018 at 12:00 PM EST
<b>Review/Selection Period</b> <i>ACCES Employment’s Selection Committee may conduct in person or phone interviews with the top proponents</i>	Friday, July 20 – Friday, July 27, 2018
<b>Appointment of Proponent / Signing of Contract</b>	Monday, July 30, 2018
<b>Project Delivery Period</b>	Monday, July 30 – Friday, September 28, 2018

**5. EVALUATION OF PROPOSALS:**

5.1 A selection committee will conduct an evaluation of the qualifications and award the contract to the bidder whose proposal offers the best value and solution to ACCES Employment. This may not necessarily be the lowest priced proposal. The evaluation process will involve the review and scoring of the information provided in the proposal against the criteria outlined below.

5.2 Evaluation Criteria Table:

<b>Evaluation Criteria</b>	<b>Max Points</b>
Fees	30
Qualifications and Experience	40
Project Approach	25
Value Added Services	5
<b>Total Score</b>	<b>100</b>

5.3 The proponent that receives the highest score will be invited to enter a contract with ACCES Employment. In the event that the highest scored proponent declines the invitation to further participate, ACCES Employment reserves the right to invite the next highest scoring proponent to enter the contract instead. Any award made by ACCES Employment shall be made in writing and subject to the availability of funding at the time of award.

**6. ADDITIONAL INFORMATION**

6.1 ACCES Employment is not Committed to Proponent’s Expenses:

The application process will not necessarily result in a commitment to sign a contract with the Proponent. ACCES Employment shall not be liable for any expenses incurred by any Proponent, including the expenses associated with the cost of preparing the Application.

6.2 Distribution of the Request for Proposals (IFP):

This IFP has been released by notice to a minimum of 3 (three) potential applicants as identified by ACCES Employment.

6.3 Entering into a Contract with ACCES Employment:

The successful proponent(s) will be required to enter into a Service Agreement with ACCES Employment.

6.4 Please be advised that successful Proponents will be required to:

6.4.1 Provide the services for a defined period of time;

6.4.2 Provide invoices to ACCES Employment on account of their services, accordingly;

- 6.4.3 Provide ACCES Employment with an HST number for their business;
  - 6.4.4 report their income and directly remit the payment of all taxes or payments assessed or levied against or in respect of their business, including income tax, Canada Pension Plan, and all other premiums or levies required by law to the appropriate Government Agency; and
  - 6.4.5 Provide proof of Liability Insurance and/or WSIB upon the request of ACCES Employment.
- 6.5 ACCES Employment reserves the right to withdraw this RFP or terminate the resulting contract within the terms of the contract without penalty. ACCES Employment programs and services receive funding from various sources and therefore all contracted services are subject to budget constraints.

## **Appendix A – About ACCES Employment: ACCES’ Guiding Principles**

### **Our Vision**

A fully inclusive labour force that reflects the diversity, skills and experience of Canada's population.

### **Our Mission**

ACCES assists job seekers from diverse backgrounds who are facing barriers to employment, to integrate into the Canadian job market. We achieve this by providing employment services, linking employers to skilled people and building strong networks in collaboration with community partners.

### **Our Values**

We value and respect the uniqueness of each individual, including our clients, our employers, our community partners and ourselves. We strive to provide every person with Customer Service Excellence and an exceptional customer experience. Inclusive - We are committed to respecting individual differences and being accessible to all those we serve. ACCES staff reflects the diversity of our community.

**Accountable** - We provide transparent, high quality services, and achieve results that are measurable and fiscally responsible.

**Client Focused** - Our services are customized to meet the needs of our clients, communities and employers.

**Collaborative** - We work together to achieve our goals and respect the contributions of others, both within ACCES and with our stakeholders.

**Learning** - We listen and stay connected to our communities, clients, employers and other partners, to continuously improve.

**Entrepreneurial** - We seek new, innovative and creative opportunities to be a leading-edge organization.

**Responsive** - We are flexible and embrace change, continuously adapting to emerging needs and opportunities within a dynamic environment.

**Results-Oriented** - We focus on action, outcomes, and setting new standards of excellence.



## **Background**

For more than 30 years, ACCES Employment has connected diverse job seekers with employers across the Greater Toronto Area. In 2016-2017, we served over 25,000 job seekers by providing them with high quality employment services both in-person and online. Working with over 2,000 employers across the country, ACCES Employment actively engages the private sector to help create a workforce that reflects the diversity and experience of Canada's population. As a non-profit, charitable organization, ACCES Employment receives funding from all three levels of government, corporate sponsors, donors and United Way Toronto & York Region.

Currently, our work team consists of over 170 positions and we speak over 40 languages. We have five locations across the GTA (Toronto, Brampton, Mississauga, North York and Scarborough).

ACCES Employment is respected and valued as a leader in its field. We are committed to providing high quality, effective employment services to both job seekers and employers. Employment Ontario provides the foundation for the delivery of our core services including employment preparation, job search, referral and resource services. Job search workshops, employment counselling, informational and resource support, and employer engagement together with job development continue to be our primary areas of service. As part of our Employment Ontario program, we offer a tailored employment support program for youth 15-29 years of age who are currently unemployed.

We have also developed sector-specific expertise through a series of bridge training programs in the following areas: Engineering, Finance, Human Resources, Information Technology, Sales and Marketing, Leadership and Supply Chain. In addition, we offer a unique program for newcomer entrepreneurs designed specifically to help those with entrepreneurial experience to successfully start a business here in Canada.

We also offer language training through our drop-in program, Talk English Café as well as more intensive workplace-focused communication and language training through Language for Workplace Connections. Mentoring and networking opportunities play an important role in connecting our job seekers with professionals in the field. Our Speed Mentoring® program gives job seekers an arena for short, focused conversations with working professionals in their field.



ACCES Employment supports the success of women in the workplace through all of our programs. We recognize both the unique strengths that they offer and the barriers that they face to finding employment that reflects their education and experience. We have developed two programs that speak to the unique strengths of women to better support their future career pursuits in Canada. The START Customer Care program is designed to support immigrant women with pursuing careers in the customer care sector in Canada. Empowering Women is a one-week intensive program supporting newcomer women to be successful in their careers. Through customized workshops, coaching, and mentorship, Empowering Women provide newcomer women with the skills and confidence to become a leader in their sector.

With the insurgence of Syrian refugees to Canada in 2015, ACCES Employment responded quickly with tailored services to meet the unique needs of this group of job seekers. Our new program, Employment Connections for Newcomer Youth helps refugees between the ages of 16 and 29. We developed an entirely new program for Syrian newcomers with a background in trades called the Construction Trades Program in partnership with LiUNA Local 506, Ontario Masonry Training Centre, Refugee Career Jumpstart Program, Catholic Crosscultural Services, and the Adult Learning and Employment Centre.

In 2016, we launched our online services through our pre-arrival program, Canadian Employment Connections designed to support those who are approved for permanent residency in Canada. Job seekers access a range of workshops, events and resources entirely online with virtual support from a team in Canada.

We are constantly striving to improve our flexible and seamless services so that we can meet the needs of our participants. Staff is informed, highly skilled, creative, adaptable, and strongly committed to service excellence.

For additional information about our services, please visit our website at [www.accesemployment.ca](http://www.accesemployment.ca).

**Appendix B – Conflict of Interest Statement**

In addition to the other information and representations made by each Proponent in the RFP, each Proponent must declare whether it has an actual or potential Conflict of Interest. If, at the sole and absolute discretion of ACCES Employment, the Proponent is found to be in a Conflict of Interest, ACCES Employment may, in addition to any other remedies available at law or in equity, disqualify the Proposal submitted by the Proponent.

The Proponent, by submitting the Proposal, warrants that to its best knowledge and belief no actual or potential Conflict of Interest exists with respect to the submission of the Proposal or performance of the contemplated Agreement other than those disclosed in the Form of Offer. Where ACCES Employment discovers a Proponent’s failure to disclose all actual or potential Conflicts of Interest, ACCES Employment may disqualify the Proponent or terminate any Agreement awarded to that Proponent pursuant to this Proposal process.

<b>Conflict of Interest</b>	<b>Response</b>
Is there an actual Conflict of Interest, relating to the preparation of its Proposal, or if the Proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP?	<input type="checkbox"/> Yes <input type="checkbox"/> No [If yes, please enter details here.]

The Proponent agrees to provide any additional information, which may be requested by ACCES Employment.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Appendix C – References**

Reference Number 1:

Company Name:	
Contact Name:	
Company Address:	
Company Telephone Number:	
Contact Email Address:	
Date Work Undertaken:	From: To:
Nature of Services:	

Reference Number 2:

Company Name:	
Contact Name:	
Company Address:	
Company Telephone Number:	
Contact Email Address:	
Date Work Undertaken:	From: To:
Nature of Services:	

Reference Number 3:

Company Name:	
Contact Name:	
Company Address:	
Company Telephone Number:	
Contact Email Address:	
Date Work Undertaken:	From: To:
Nature of Services:	

**APPENDIX D – Bid Form**

	<b>Actual Price</b>	<b>Extended Discount (E.g. OECM Pricing)</b>
<b>Migration to Microsoft Office 365</b>		
<b>Testing and troubleshooting</b>		
<b>Three-month post migration support</b>		
<b>Total before Tax</b>		

**Please Note:**

- As an agent under the Broader Public Sector (BPS), Act 2010, ACCES Employment is unable to reimburse vendors for any incidental expenses such as food, hospitality, mileage, printing, etc.
- The proponents are to list any foreseen Exclusions/Out of Scope items.

I certify that the above “Base Bid” will be valid and binding for ninety (60) days following proposal due date and will become part of the contract that is negotiated with ACCES Employment.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date