

REQUEST FOR PROPOSAL: IT MANAGED SERVICES & FRACTIONAL CTO/CIO

RFP Issued: May 26, 2025

OVERVIEW AND BACKGROUND

viaSport BC Society (viaSport) is an independent not-for-profit organization and a legacy of the Vancouver 2010 Olympics and Paralympic Games operating as the provincial government's lead agency responsible for promoting and developing amateur sport in British Columbia.

We are a small team of +/-18 staff who works in a hybrid work environment. We rely on a stable IT environment and, having no internal IT manager dedicated to our IT systems, are dependent on our IT managed services provider to ensure system uptime and for IT support.

As technology evolves and we take advantage of SaaS offerings, we face challenges associated with decentralized systems used to service different aspects of our operations, legacy infrastructure, growing technology risks, and rising costs. Further, our hardware (computers, etc.) have reached near or end of life and we need a wholesome review to develop a replacement and maintenance schedule. These concerns underscore our need for an experienced external partner to guide our digital evolution and ensure our systems are up to standard, secure, and sustainable.

Our recent cyber- insurance renewal highlighted that we have fallen behind in terms of implementing multi-factor authentication and other security measures. We believe our current remote desk-top environment and use of RingCentral (and desk phones) as our communication system no longer meet our needs. We believe the opportunity to move to a Microsoft 365 environment would allow us to maximize use of the full suite of Microsoft tools (including MS Teams), enable greater collaboration amongst our staff, and meet cyber-security industry standards.

PURPOSE OF RFP

viaSport is seeking a fractional CTO/CIO, as well as a qualified IT managed services provider, to lead the change to a Microsoft 365 environment, provide on-going IT managed services and support (systems and hardware), and to provide long-term strategic technology advice. We need this relationship to go beyond day-to-day support to include technology leadership, periodic review of core platforms and hardware, and alignment with industry best practices. The selected vendor will play a key role in enabling our digital resilience and capacity building.

SEQUENCING

Proposals do not need to include both IT managed services and fractional CTO/CIO services. However, proposals that are only for IT managed services will only be reviewed once a fractional CTO/CIO is selected, in the event that viaSport decides not to select

a holistic wraparound IT managed services provider. Proposals for only IT managed services can leave out Section C in Service Approach & Responsiveness. Proposals for only fractional CTO/CIO services can leave out Section B in Service Approach & Responsiveness.

SCOPE OF SERVICES

The selected vendor will perform the following services:

- Leading the migration to Microsoft 365 with minimal disruption to operations.
- Providing technical support and staff training during Microsoft 365 migration.
- Providing ongoing technical support in a flexible, hybrid work environment.
- Develop, monitor and implement a hardware/computer maintenance and replacement schedule.
- Review the decentralized systems used to service different aspects of our operations, and determine the most effective and economical method to support our work.
- Acting as a fractional CTO/CIO to:
 - Advise on emerging technology and cyber-security issues, IT strategy, governance, and long-term IT organizational planning.
 - Support the oversight of future large-scale system projects, including an existing project that is replacing viaSport's aged data collection system.
 - Provide recommendations on IT policies, tools, and procedures to strengthen organizational resilience and protect sensitive data.
 - Provide support to risk assessments, vendor management, and incident response planning.

REQUEST FOR PROPOSAL

Please provide the following information in your Request for Proposal (RFP) submission:

Criteria	Information details
Vendor fit to viaSport's needs	Details about your company: <ul style="list-style-type: none"> • Incorporation date, company size (number of staff), location, organization and structure as it is relevant to this RFP. • A statement summarizing the benefits to viaSport for selecting your company. • Industry experience and client base.
Service approach and responsiveness	Description of the following services: <p>a. Microsoft 365 Migration</p> <ul style="list-style-type: none"> • Describe key issues to consider with a Microsoft 365 environment and experience in dealing with such issues. • Describe your approach/process to planning and executing full Microsoft 365 implementation and methods to minimize operational disruption. • Outline your support for data migration, account setup, permissions management, staff onboarding, and post-launch stabilization. <p>b. Ongoing IT Managed Services and Support</p> <ul style="list-style-type: none"> • Outline your service support for hybrid teams and remote users, including device troubleshooting, connectivity, and user access control.

	<ul style="list-style-type: none"> Describe your day-to-day service model, including response times, channels for submitting support requests, and resolution timelines based on issue severity. Explain your ongoing communication with clients (reporting cycles, check-in meetings, escalation procedures, etc). Describe how you would develop and implement a hardware maintenance and replacement schedule. <p>c. Fractional or virtual CTO/CIO Services</p> <ul style="list-style-type: none"> Provide an outline of your fractional CTO services. Provide your "Know Your Customer" question list. Provide your model for conducting technological analyses and describe how this informs your strategic decision making. Describe your method for explaining complex tech concepts to stakeholders without a technological background.
Capabilities and experience	<p>Provide:</p> <ul style="list-style-type: none"> Qualifications of key personnel assigned to viaSport (certifications, experience, roles). Demonstrated success with Microsoft 365 migrations. Tools, platforms, or frameworks used to deliver secure, efficient, economical, and scalable service. Experience with organizations of similar nature and size, served within last 3 years; may provide an additional client list to support description. Service on non-profit or charity Boards, industry awards, advisory boards.
Costs and value of services	<p>Present:</p> <ul style="list-style-type: none"> Transparent pricing model. Clear breakdown of included services, optional add-ons, and value-add services.

PROPOSAL EVALUATION

viaSport personnel, along with an external consultant, will review proposals and make recommendations to the CEO for final approval. The COO and/or CEO may request a meeting with some qualified potential vendors prior to final selection.

Proposals will be reviewed in accordance with the following criteria:

1. Proposed approach to scope of services, and meeting the requirements of this RFP.
2. Alignment of experience of the individual(s) identified who will be servicing the account.
3. The vendor's experience with similar clients.
4. Value for Services.
5. Interviews, if conducted.

All proposals must follow the required format, being:

- Electronic submission.

- Page Limit: ten (10) single-sided, including cover page.
- Page Size: 8 ½ x 11; portrait.
- Font Size: 12. Double-spaced.
- Margins: 1" minimum on the top, bottom, and sides of all pages.
- All pages must be numbered; double-sided printing is acceptable.
- Do not use material in proposals dependent on color distinctions, animations, etc.
- Do not include attachments other than those requested or required by this RFP.

Failure to follow the required format may result in disqualification of a proposal.

viaSport reserves the right, at their sole discretion without explanation to the prospective vendor, at any time choose to discontinue this RFP without obligation to any prospective vendor.

TIMELINES

- RFP submissions are due by June 6, 2025, email to dillonw@viasport.ca
- Submission review, and virtual meetings will occur until June 13, 2025
- References and vendor selection will occur by June 20, 2025

CONTACT AND PROPOSAL SUBMISSION

You may contact viaSport's Dillon Whitehouse, if you require clarifications or have questions. Email: dillonw@viasport.ca. Submission deadline: June 6, 2025.

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