



# **Pulse Canada**

## **REQUEST FOR PROPOSAL**

RFP No. 2024-IT01

*Management of IT Services for Pulse Canada*

*August 23, 2024*

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*Management of IT Services for Pulse Canada*

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## SECTION I – GENERAL INFORMATION

### Introduction

Pulse Canada is requesting proposals to manage their IT services, maintaining and anticipating the need for a range of processes and functions to improve operations and cut expenses.

### Pulse Canada Profile

Pulse Canada is the national association representing Canadian growers, processors and exporters of pulse crops – peas, beans, lentils and chickpeas. Pulse Canada works to improve the profitability, and thus the viability, of the industry by enhancing value and reducing costs.

Pulse Canada works under the leadership and direction of four provincial grower associations (Alberta Pulse Growers Commission, Manitoba Pulse & Soybean Growers, Ontario Bean Growers, and Saskatchewan Pulse Growers) and the processors and exporters of Canadian pulses that are members of the Canadian Special Crops Association (CSCA).

Pulse Canada works to enhance value by developing new market opportunities for Canadian pulses and creating efficiencies for trade and transportation of pulse crops.

## SECTION II – TERMS & CONDITIONS

### 1. Statement of Confidentiality and Non-Disclosure

Bidders agree to standard business practice related to the confidential treatment of information provided by the Pulse Canada while this agreement is in effect, and at all times thereafter, the successful Bidder and any officers, employees or agents of the successful Bidder will:

- Treat as confidential all information, data, documents and materials acquired or to which access has been given in the course of, or incidental to, the performance of the agreement,
- Not disclose or permit to be disclosed, to any person, corporation or organization such information, data, documents or materials without first obtaining written permission from Pulse Canada; and
- Comply with any rules or directions made or given by Pulse Canada with respect to safeguarding or ensuring the confidentiality of such information, data, documents or materials.

This document must not be copied in whole or in part for any reason other than in the course of providing the information requested, without the express written permission of Pulse Canada.

### 2. Proposal

The Bidder offers to provide to Pulse Canada, upon the terms and conditions set out in this RFP, the services detailed herein and at the price set out in the proposal (The “Proposal”) or otherwise agreed to by the parties.

### 3. Price Quotation/Evaluation Period

The Bidder agrees that the prices quoted in its Proposal are firm and must be valid for acceptance by Pulse Canada for 60 days from the RFP submission closing date. All prices must be quoted in Canadian dollars.

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#### 4. Schedule of Events – Criteria Dates

Availability of RFP	August 23, 2024
Deadline for submission of responses	August 30, 2024
Anticipated notice of intent to award	September 10, 2024
Anticipated contract start date	September 10, 2024

#### 5. Proposal Acceptance

Pulse Canada reserves the right to award the RFP in whole or in part to the best interest of Pulse Canada. The successful Bidder's project team or resource will report to the Vice President, Finance & Operations at Pulse Canada. The Bidder, if successful, agrees by submitting a proposal to abide by the terms and conditions of the RFP as specified.

#### 6. Response Disqualification

Proposals received from a Bidder after the closing deadline WILL NOT BE ACCEPTED. Pulse Canada reserves the right to reject any and all response, and the lowest or any bid will not necessarily be accepted.

#### 7. Evaluation of Responses

All responses to this RFP will be evaluated on the basis of the following factors:

- Bidder's understanding of the Statement of Work as stated in Section IV and ability to meet the specifications stated in this section.
- Strength of the written proposal with clearly defined objectives, research design and methodology
- Bidder's reputation and experience
- Cost competitiveness

#### 8. Proposal Costs and Expense

This RFP does not commit Pulse Canada to pay any cost incurred in the submission of proposals or to contract for any services.

#### 9. Publicity and Corporate Identification

A Bidder shall not use Pulse Canada identification or name in any advertisement, promotion or otherwise without the prior written consent of Pulse Canada, which may be delayed or withheld without explanation.

#### 10. Governing Laws

This RFP is governed and interpreted in accordance with the laws of the Province of Manitoba and the federal laws of Canada applicable therein.

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## 11. Contact

If you have any questions regarding this RFP, please contact:

Brian Gilchrist  
Vice President, Finance & Operations  
Pulse Canada  
Telephone: 204-925-4458  
Email: [bgilchrist@pulsecanada.com](mailto:bgilchrist@pulsecanada.com)

## 12. Right to Approve Subcontractors

Pulse Canada reserves the right to approve any subcontractors used by the Bidder and the Bidder must have the prior written approval of Pulse Canada prior to contracting any subcontractor for goods or services related to this RFP or the subsequent agreement.

## SECTION III – INSTRUCTIONS TO BIDDERS

This section describes the Proposal requirements.

### 1. Submission of Proposals

All proposals must be submitted via email, be clearly identified and **submitted no later September 10, 2024** to:

Brian Gilchrist  
Vice President, Finance & Operations  
Pulse Canada  
Email: [bgilchrist@pulsecanada.com](mailto:bgilchrist@pulsecanada.com)

Bidders should make sure they receive confirmation of the successful receipt of their submission. Bidders must address the requirements described in Section IV – Statement of Work. They must also provide cost information as is described in Section V - RFP Response requirements.

All proposals received by Pulse Canada will then be the custody of Pulse Canada. Therefore, proposals shall not be returned to Bidders.

The successful candidate will be chosen by September 20, 2024 and all vendors will be notified of Pulse Canada's decision.

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## 2. Responding to RFP Items

### *2.1 Complete Proposals*

Submissions must propose full specifications for all of the relevant requirements detailed in Section IV – Statement of Work of the RFP. Submissions that do not present complete proposals may be at a disadvantage or may be disqualified.

### *2.2 Additional Specifications/Alternative Approaches*

Submissions may include additional specifications for items not covered by the RFP that the Bidder considers necessary and integral to its proposal. Please include a detailed rationale as to why these specifications should also be considered for adoption.

## SECTION IV – STATEMENT OF WORK

Pulse Canada requires a service provider to manage their IT concerns, at minimum including hardware and software support, network maintenance, data backup and recovery. Managing these services in a timely manner is compulsory, as well as the option to engage the Bidder's services for standalone projects on an as-needed basis.

## SECTION V – BIDDER'S RESPONSE

RFP responses must include the following:

- Description of proposed approach to the services requested in Section IV - Statement of Work
- If Bidder is subcontracting any portion of deployment, the Bidder must provide the name and contact information of subcontractor
- Budget