



Request for Standing Offer

Information Technology Support and Maintenance Services

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Issued By:

Canadian Agricultural Human Resource Council
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Closing Date and Time:

4 p.m. Eastern Standard Time on October 7, 2026

ABOUT THE CANADIAN AGRICULTURAL HR COUNCIL

The Canadian Agricultural HR Council is a national, non-profit organization focused on addressing human resource issues facing agricultural businesses across Canada. The Council works to fully understand and meet the unique needs of those within the various commodity areas that define the national agricultural industry. We are recognized as the centre for reliable labour market information, and the access point for customizable solutions related to LMI, HR management and training. For more information about the Canadian Agricultural HR Council, visit <https://cahrc-ccrha.ca/>.

REQUEST FOR STANDING OFFER

The Council is soliciting proposals from service providers to provide information technology support and maintenance services for our organization. The purpose of this RFSO is to select suitable contractor(s) and establish a Standing Offer Agreement with the successful bidder(s) for the provision of services. Issuance of a Standing Offer does not constitute a guarantee of work, volume, or expenditure. Services will be requested as required and will be subject to the terms, conditions, rates, and procedures established through the resulting agreement.

CURRENT IT ENVIRONMENT

CAHRC has approximately 13 employees located across Canada, ranging from British Columbia to Newfoundland. The organization operates primarily through a remote-work model, with employees working from various locations across Canada. CAHRC also maintains a small office in downtown Ottawa, Ontario, which serves as a central location for IT equipment and is occasionally used by employees for in-person work. The successful supplier must therefore be capable of providing reliable remote IT support to employees across multiple Canadian time zones, as well as on-site support at the Ottawa office when required.

The current IT environment includes, but is not limited to:

- Microsoft 365 Business Premium, including Exchange Online, SharePoint, and Microsoft Entra ID.
- Microsoft Azure services.
- Amazon Web Services (AWS).
- OpenVPN.
- pfSense.
- Microsoft Defender.
- End-user computers, laptops, peripherals, and other IT equipment.
- Websites, domains, hosting services, DNS, and SSL/TLS certificates.

QUALIFICATIONS REQUIRED

Proponents should demonstrate:

- Relevant experience providing IT support and maintenance services to comparable organizations.
- Availability of qualified and experienced IT personnel.
- Demonstrated knowledge of current IT infrastructure, systems, networking, cybersecurity, and end-user technologies.
- Ability to provide both remote and on-site support.
- Appropriate security practices and procedures.
- Strong customer service and communication capabilities.
- Ability to meet the service levels and response requirements.

THE WORK

The successful supplier(s) may be required to provide some or all of the following services:

1. Technical Support

- Troubleshooting of hardware, software, network, and connectivity issues.
- Remote and on-site technical support.
- User account and access support.
- Incident identification, documentation, resolution, and escalation.
- Support for desktops, laptops, mobile devices, printers, and peripherals.

2. Hardware Support and Maintenance

- Installation, configuration, and maintenance of IT equipment.
- Diagnosis and repair of hardware issues.
- Recommend hardware replacement and upgrades.
- Asset identification and inventory support.
- Coordination of warranty and vendor repairs.

3. Software Support and Maintenance

- Installation, configuration, and maintenance of approved software.
- Software updates, patches, and upgrades.
- Troubleshooting application issues.
- Licensing and software inventory support.
- Compatibility and configuration assistance.
- Technical support for the monday.com work management platform, including workflow automation, integrations, and ongoing platform optimization.

4. Network and Infrastructure Support

- Network troubleshooting and maintenance.
- Support for switches, routers, wireless networks, firewalls, and related infrastructure.
- Network performance monitoring and optimization.
- Connectivity troubleshooting.
- Configuration and maintenance of network infrastructure.

5. Systems Administration

- Administration and maintenance of systems.

- User and access management.
- System monitoring and performance management.
- Backup, recovery, and disaster recovery support, including monitoring and testing.
- System upgrades, migrations, and deployments.

6. Cybersecurity Support

- Identity, access, permissions, and Multi-Factor Authentication (MFA) management.
- Endpoint security and Microsoft Defender administration.
- Security patching and vulnerability remediation.
- Security configuration and monitoring.
- Assistance with security incidents.
- Support for implementation of organizational cybersecurity policies and controls, including a password management system for various online accounts.

7. Cloud Infrastructure and Services

- Administration and configuration of cloud services, subscriptions, accounts, and resources.
- Monitoring and maintenance of cloud infrastructure, availability, and performance.
- Cloud security configuration, logging, monitoring, and vulnerability management.
- Support for cloud migrations, upgrades, and new implementations.
- Troubleshooting of cloud service issues and coordination with cloud service providers.
- Management and renewal of cloud-related licenses, subscriptions, domains, and certificates, as applicable.
- Restructuring or reconfiguring cloud services between multiple service providers to optimize efficiency in the Council's hybrid AWS/Azure cloud environment

8. Website, Domain and Certificate Management

Support the Council's websites and related internet services, including:

- Website hosting and availability.
- Domain registration and renewal.
- SSL/TLS certificate management and renewal.
- DNS management and configuration.
- Coordination with website hosting providers and developers.
- Monitoring and troubleshooting website availability and connectivity.
- Support for website migrations or hosting changes.
- Maintaining appropriate access controls and administrative credentials.

9. Project and Specialized IT Services

- As required, the successful supplier(s) may also be requested to provide specialized IT resources for projects, upgrades, implementations, migrations, technology assessments, and other initiatives.

TERM

The term of the standing offer will be for a period of three years, from November 1, 2026 to October 31, 2029 with an option to extend.

GUIDELINES

A submission is not to exceed five pages, excluding consultant CVs and three references.

Submissions must include but are not limited to the following components:

- Description of services to be provided
- Demonstrated ability to perform the work
- Organizational history with experience and qualification profile
- Number of years of IT experience
- Response and resolution targets for service request
- References
- Financial proposal and detailed rates

Detailed service-level requirements and performance standards will be established as part of the resulting Standing Offer Agreement.

LOGISTICS

Proposals should be submitted electronically to info@cahrc-ccrha.ca clearly indicating 'RFSO - IT Support and Maintenance Services'. The deadline for the submission is 4:00pm ET on October 7, 2026.

All enquiries for clarification of information must be forwarded to jschryburt@cahrc-ccrha.ca by September 29, 2026 at 12:00pm ET. Responses to questions will be provided by October 2, 2026 12:00pm ET. Late submissions will not be considered. The successful bidder(s) will be notified in writing prior to October 23, 2026.