

REQUEST FOR PROPOSAL (RFP)

Service: IT Services

Organization: Leading Edge Credit Union

Application deadline: May 25, 2012

Start date: TBD

Locations: Port aux Basques, Doyles, Jeffrey's, St. George's, Corner Brook, Pasadena

SECTION I – REQUEST FOR PROPOSAL

Leading Edge Credit Union is requesting proposals from qualified firms or individuals for both onsite and remote IT Services and hardware management and procurement.

Based on this RFP, Leading Edge Credit Union wishes to find a firm or individual who will provide consistent and functional deliverables that adhere to the needs, standards and specifications of our financial institution.

SECTION II – PURPOSE OF THE RFP**1. Background Information and Purpose**

Leading Edge Credit Union is a full service, cooperatively owned, financial institution on the west coast of Newfoundland. We currently operate from 6 branch locations: Port aux Basques, Doyles, Jeffrey's, St. George's, Corner Brook and Pasadena. Our Corporate headquarters is located in Port aux Basques, NL. Our current staff compliment is 48 full and part-time employees.

Leading Edge Credit Union requires the on-demand services of a qualified IT firm or individual. We must ensure the functionality of our financial software and further provide our employees with the information technology tools to perform their work. Support for these functions may be completed by either remote or on-site service, depending on the need.

2. Service Expectations

Like many organizations, Leading Edge Credit Union depends on reliable technology to operate. We require IT services that can be delivered in time frames suitable to the sensitivity of the issue. We require a range of services such as network management, software and hardware installations and upgrades, and hardware and software procurement services. We also welcome professional advice and support for system improvements or other changes that will improve operational efficiency.

SECTION III – PROJECT DELIVERABLES AND TERMS OF CONTACT**1. Project Deliverable**

Reliable IT services, delivered promptly and with professionalism.

2. Submission Specifications

Proposal submission must include the following information.

- A plan for service request response times; including minimum and maximum response timeframes;
- Proposed rates for support and travel;
- A plan for remote service to minimize travel time and related costs;
- A list of IT professionals that will/could be working on the firms behalf. Due to the sensitive nature of our operations, all persons completing work on behalf of Leading Edge Credit Union must be approved prior to the commencement of work. Successful proponents must be bondable.
- Leading Edge Credit Union is prepared to explore the procurement of computers and related hardware from the proponent. Proposal submission may include proposals for the provision of these materials.

Proponents may also propose additional features if they are relevant to Leading Edge Credit Union's operations. We would be happy to discuss our needs and operations in further detail.

3. Terms of Contract

Leading Edge Credit Union is seeking contract services for an indefinite period to be renewed annually. Proposal submissions must be negotiable based on consultation with Leading Edge Credit Union.

Please submit proposal to:

Leading Edge Credit Union
Attn: Cory Munden, CEO
27 Grand Bay Road
P.O. Box 70
Grand Bay East, NL A0N 1K0

cmunden@lecu.ca

Telephone: (709) 695-7064

Fax: (709) 695-7078

www.lecu.ca