



REQUEST FOR PROPOSAL
INFORMATION TECHNOLOGY SUPPORT SERVICES
RFP-01-21

ISSUE DATE
Friday, January 8th, 2021

CLOSING DATE AND TIME
Monday, February 8th, 2021
2:00 pm Pacific Time

CLOSING LOCATION
Strathcona Regional District
990 Cedar Street
Campbell River, BC V9W 7Z8

CONTACT PERSON
Jon Schmuland, Information Technology Manager
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Note: Emails must quote "RFP-01-21" in the subject line

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A. PROJECT SUMMARY

The Strathcona Regional District (the “Regional District”) is seeking the services of a Managed Information Technology Services Provider to provide specialized IT support services for the Regional District’s Information Technology networked infrastructure including remote system monitoring and maintenance, proactive network management, system security planning and support, and service desk management including issue escalation and service desk backup services.

This document outlines the requirements of the Regional District for the services to be provided by the Proponent, herein referred to as the Proponent.

The Regional District is requesting a quote for monthly pricing for Managed Services for 3 years including a 2-year optional extension at the end of term under the same terms and conditions, and a quote for one-time on-boarding and associated costs, including hardware, software, and warranty. The agreement may include an opportunity for a 5-year renewal subject to negotiation by both parties.

B. BACKGROUND

The Strathcona Regional District (SRD) is a federation of five municipalities and four electoral areas, governed by a 13-member Board of elected officials. The SRD was established on February 15, 2008, because of the provincial government’s restructure of the Comox Strathcona Regional District. The SRD’s administrative boundaries include approximately 22,000 square kilometers (8,517 square miles).

The borders extend from the Oyster River in the south to Gold River, Sayward, Tahsis, Zeballos and Kyuquot-Nootka in the north and west, and east to Cortes Island, Quadra Island and the Discovery Islands as well as a portion of the adjacent mainland north of Powell River.

The administrative boundaries lie within many traditional First Nations territories and the SRD works closely with 10 local First Nations communities. On April 1, 2021 the Board will welcome its newest member when the Ka:'yu:'k't'h'/Che:k:tles7et'h' First Nations officially joins the Regional District.

The SRD provides approximately 44,000 residents with a diverse range of services, including water & sewage systems, fire protection, land use planning, parks, bylaw enforcement, recreation, broadband, emergency planning and response.

The SRD operates two facilities within the City of Campbell River. The SRD Corporate Office is located at 990 Cedar street and the Strathcona Gardens Recreation Complex is located at 225 South Dogwood Street. There are as many as 140 staff employed across these two worksites depending on the time of year.

SRD Corporate Office Hours: Monday to Friday: 8:30 am to 4:30 pm, excluding holidays.

Strathcona Gardens Facility Hours: Monday to Friday: 6:00 am to 9:00 pm, Saturday and Sunday: 10:00 am to 9:00 pm

Facility hours are reduced during the summer months and on statutory holidays.

C. SECURITY OF DATA

The Government of BC has strict guidelines around privacy and data security. Specifically, the Freedom of Information and Protection of Privacy Act (FOIPPA). The purpose of FOIPPA is to promote public sector transparency and to protect personal privacy. To comply with FOIPPA, public sector organizations must prevent the unauthorized collection, use and disclosure of personal information¹. Proponents must be cognizant of Canadian and British Columbia privacy laws and work closely with the Regional District to maintain strict compliance with these laws.

D. ADMINISTRATIVE REQUIREMENTS

1.0 DEFINITIONS

Throughout this RFP, the following definitions apply:

“closing” means the closing date and time specified on the first page of this Request for Proposal.

“contract” means the written agreement resulting from this Request for Proposal executed by the Strathcona Regional District and the Contractor.

“contractor” means the successful proponent to this Request for Proposal who enters into a written Contract with the Strathcona Regional District.

“must”, “shall” or “mandatory” means a requirement that must be met in order for the proposal to receive consideration

“project” means that work to be completed in accordance with this RFP.

“proponent” means an individual, company or partnership that submits, or intends to submit, a proposal in response to this Request for Proposals.

“proposal” means a submission in response to this Request for Proposal.

“RFP” means this Request for Proposal.

“should” or “desirable” means a requirement having a significant degree of importance to the objective of the Request for Proposal.

2.0 TERMS AND CONDITIONS

The terms and conditions applicable to this Request for Proposal are contained within this document. Submission of a proposal in response to this RFP indicates acceptance of all terms and conditions contained herein or in any addenda issued by the Regional District.

3.0 EVALUATION

Proposals will be evaluated by the Regional District based on the criteria identified herein. The intent of the Regional District is to enter into a contract with the proponent whose proposal represents the best value to the Regional District based on the Regional District’s evaluation of the proposals received.

4.0 ALTERNATIVE SOLUTIONS

If alternative solutions are offered, the information should be submitted in the same format as a standard proposed response but should be clearly marked as an “Alternative Proposal”. If a proponent submits more than one proposal each must be separately and uniquely identified.

5.0 CHANGES TO PROPOSALS

By written notice submitted prior to closing a proponent may amend or withdraw its proposal. Upon closing all proposals become irrevocable and may not be amended or withdrawn prior to the deadline for acceptance except where the proponent and the Regional District have mutually agreed to a change for the purpose of entering into a contract.

6.0 PROPONENTS' EXPENSES

Proponents are solely responsible for their own expenses in preparing and submitting their proposals. The Regional District will not be liable for any claims for costs or damages incurred by a proponent in preparing a proposal, loss of anticipated profit in connection with a final Contract or any other matter whatsoever.

7.0 CURRENCY AND TAXES

Prices must be quoted in Canadian dollars and exclusive of taxes which shall be shown separately on the Proposal Form.

8.0 SUB-CONTRACTORS AND PARTNERSHIPS

If sub-contractors are to be used they must be clearly identified in the proposal. Joint submissions in the form of a partnership or consortium are acceptable including a joint submission by proponents having no formal corporate links. However, each proposal must identify the legal entity which is to be responsible for the performance to the standards specified for each service level.

9.0 CONFLICT OF INTEREST

Contracting or sub-contracting with any firm or individual whose corporate or other interests could, in the Regional District's opinion, give rise to a conflict of interest in connection with the services will not be permitted. This includes, but is not limited to, any firm or individual involved in the preparation of this RFP.

10.0 ACCEPTANCE OF PROPOSALS

This RFP should not be construed as an agreement to purchase goods or services nor as an invitation to perform any service for the Regional District except as specifically outlined herein. Proposals shall remain open for acceptance by the Regional District for at least 60 days after the closing date. Proposals must state the latest date for acceptance at the time of submission.

The Regional District is not bound to accept the lowest price or any proposal. Proposals will be evaluated on the basis of stated criteria and the Regional District is under no obligation to request clarification or further information, whether written or oral, from any proponent prior to completion of the evaluation process.

The Regional District reserves the right to reject any and all proposals for any reason or to accept any proposal in whole or in part which the Regional District, in its sole unrestricted discretion, deems to represent the best value for the Regional District. Proponents acknowledge the Regional District's rights under this clause and absolutely waive any right of action against the Regional District for failure to accept their proposals whether such right of action arises as a result of negligence, bad faith or for any other reason.

The Regional District reserves the right to enter into negotiations with one or more proponents with respect to the services to be provided, and expressly reserves the right through such negotiations to request changes, alterations, additions or deletions from the terms of any proposals received.

Formal acceptance of any proposal and the subsequent confirmation of contract award should not be construed as authority for the proponent to proceed with the services as this

will be dependent on the execution of a contract and the fulfillment of any conditions precedent imposed by any authority having jurisdiction over the work or services to be performed.

11.0 CANCELLATION OF RFP

The Regional District reserves the right to cancel this Request for Proposal at any time and for any reason, and will not be responsible for any direct or indirect loss, damage, cost or expense incurred or suffered by any proponent as a result of such cancellation. The acceptance of any Proposal and the subsequent execution of a contract will be subject to funding and approval by the Board of the Strathcona Regional District.

12.0 EXECUTION OF CONTRACT

After acceptance by the Regional District, the successful Proponent will be provided with written confirmation. A contract will be executed when all preconditions have been met. No proponent will acquire any legal or equitable rights or privileges with respect to this project until a contract has been entered into with the Regional District.

13.0 LIABILITY FOR ERRORS

The information contained within this RFP is not guaranteed or warranted to be accurate by the Regional District, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve proponents from conducting their own research and forming their own opinions and conclusions with respect to the matters addressed in this RFP.

14.0 MODIFICATION OF TERMS

The Regional District reserves the right, at its sole discretion, to modify the terms of this RFP at any time prior to the closing time. Such modifications will be communicated to all proponents through a formal addenda process.

15.0 FREEDOM OF INFORMATION

Proposals are subject to the provisions of the *Freedom of Information and Protection of Privacy Act* which provides that all information contained therein, with some exceptions, is subject to access by the public. Information that is considered to be confidential or proprietary in nature should be clearly noted as such. The Regional District cannot guarantee that any information contained within a proposal will remain confidential if a request for access is made.

16.0 USE OF DOCUMENT

This document, nor any portion thereof, may not be used for any purpose other than the submission of proposals.

17.0 CONFIDENTIALITY OF INFORMATION

Information pertaining to the Regional District obtained by the Proponent as a result of participation in this RFP process, other than information that is generally available as part of the public record, is to be treated as confidential and must not be disclosed without prior written authorization from the Regional District.

E. SUBMISSION REQUIREMENTS

18.0 PROPOSAL SUBMISSION

Proponents shall submit three printed copies and one electronic (pdf) file for each proposal with one copy of the signed and dated Proposal Form provided herein. The deadline for receipt of proposals is **2:00 pm Pacific Time on Monday, February 8th, 2021** at the following location:

Strathcona Regional District
990 Cedar Street
Campbell River, BC V9W 7Z8

Proposals must be submitted in a sealed package with the name and address of the proponent and the RFP title clearly marked on the outside.

SAMPLE LABEL

Name of Proponent Address of Proponent
CONFIDENTIAL – DO NOT OPEN
RFP-01-21 INFORMATION TECHNOLOGY SUPPORT SERVICES
STRATHCONA REGIONAL DISTRICT 990 Cedar Street Campbell River, BC V9W 7Z8

Facsimile and electronic submissions will be disqualified.

Late proposals will be disqualified.

Proposals that are unsealed, conditional, illegible, obscure, contain arithmetical errors, erasures, alterations or irregularities of any kind may, at the discretion of the Regional District, be disqualified.

The person(s) authorized to sign on behalf of the proponent and to bind the proponent to statements made in response to this RFP **must execute** the Proposal Form. Unsigned proposals will be disqualified.

Proponents shall be solely responsible for the delivery of their proposals in the manner and time prescribed. All submissions must be delivered according to the instructions provided herein and the Regional District will accept no responsibility for documents delivered to any other location.

19.0 QUALIFICATIONS

Proposals must include a detailed curriculum vitae for all personnel proposed to deliver the services under the contract resulting from this RFP, including all relevant experience, certifications, and training.

20.0 ENQUIRIES

All enquiries related to this RFP are to be directed, in writing or by email, to:

Jon Schmuland, Information Technology Manager
Phone: 250-830-6725
Fax: 250-830-6710
Email: procurement@strathconard.ca

Emails should quote "RFP-01-21" in the subject line. Information obtained from any other source is not official and should not be relied upon.

21.0 ADDENDA

Addenda to this RFP may be issued prior to closing in response to queries received or at the initiative of the Regional District. Addenda will be in written form and published in the same manner as this RFP. Information contained within RFP addenda is considered an integral part of the RFP. Proponents are responsible to ensure that they have considered all addenda and will acknowledge receipt of all addenda on the proposal form.

Verbal communications will not be binding unless confirmed by written addenda.

22.0 DISCLAIMER

Each proponent is responsible to review and understand the terms and conditions of this RFP, and the scope of the work being requested. The Regional District makes no representation or warranty as to the accuracy or completeness of the information contained in this RFP and proponents are solely responsible to ensure that they have obtained and considered all information necessary to understand the requirements of the RFP, and to prepare and submit their proposals. The Regional District will not be responsible for any loss, damage or expense incurred by a proponent because of any inaccuracy or lack of completeness associated with this RFP, or because of any misunderstanding or misinterpretation of the terms of this RFP on the part of any proponent.

23.0 EVALUATION CRITERIA

Proposals will be evaluated against the following criteria:

Criteria	Points
Pricing	40
Proposed services and delivery methodology	30
Relevant experience, qualifications, and references	10
Location	10
Additional value-added service offerings	10
Total points	100

Based on the results of this evaluation, a short list of proponents will be established to be interviewed at the discretion of the Regional District. The purpose for interviewing a proponent at this stage would be to gain a greater understanding of the proponent’s proposal as submitted. Proponents may include a demonstration if it provides greater insight to the proposed methodology or quality of the services offered. For location, preference will be given to Canadian and/or BC companies with a physical presence on Vancouver Island or immediate surrounding area.

F. SPECIFICATIONS AND SCOPE OF WORK

24.0 PROPOSAL SPECIFICATIONS

Proponents should structure their proposals to provide, at minimum, the necessary information as outlined in this RFP and the following information. Due to the geographical location of the Regional District and its facilities, the Proponent is reminded to carefully consider any and all operational and logistical constraints required to perform the proposed services.

COMPANY OVERVIEW

The proposal shall provide a general overview of the company, its structure, size, and capability to perform the work required. This section should specifically highlight recent and relevant experience that demonstrates the company's suitability to undertake the scope of work. A minimum of three references relating to relevant project experience shall be provided, including contact names and details.

PROJECT TEAM AND EXPERIENCE

The proposal shall clearly identify the proposed team members that will perform the work. This section should detail organization and team structure and demonstrate how the team members identified have the requisite experience to perform the work. Include information as to how 24x7 monitoring and escalated support, and how gaps in personnel availability will be covered to provide uninterrupted service at the required minimum service levels (i.e., coverage for vacations, illness, staffing changes, etc.).

PROPOSAL CONTENT AND INNOVATION

The Proponent is encouraged to address in the Proposal submission, all the information as requested in the RFP documentation. The Proponent should also include innovative, alternative, or unique solutions to the Proposal subject that may, along with other things, indicate cost initiatives, improved environmental impacts, project acceptance, reduced risk, and improved management or administrative efficiencies.

SUB-CONTRACTORS

The Proposal shall include the company name of all sub-contractors and sub-consultants proposed to be used in the performance of the work with a description of the work they would be performing. The sub-contractors and sub-consultants listed in the Proposal may not be changed without written consent of the Regional District.

SCOPE OF WORK

The Regional District requires the successful proponent to provide technology support that include:

24x7x365 support, maintenance, and issue remediation for the SRD's networked technology infrastructure. This service is to include monthly server scheduled critical and security patches and any recommended manufacturer software and firmware updates, or from any applicable third-party.

24x7x365 desktop/laptop monitoring and maintenance, and applicable desktop monthly scheduled critical and security Windows and anti-malware updates.

Additionally, the Proponent will:

- Monitor and report on the availability, performance, security and health of the hardware and software components of the network;
- Utilizing 24x7x365 days per week electronic alerts to monitor system health, any detected issues must be resolved in a proactive manner to avoid or minimize network downtime;
- Optimize network traffic flow for Regional District business needs;
- Manage and remove log files and temp files on servers;

- Perform server system updates, firmware updates, patching and version control;
- Ensure daily data back-ups run successfully (and testing/verification of those backups);
- Ensure that critical applications used at the Regional District are operating within normal parameters;
- Manage servers, LANs, routers, switches, firewalls and other physical network devices;
- Manage firewall policies including scheduled firmware updates;
- Monitor and update anti-virus and anti-spyware software;
- Manage and maintain VPN connectivity;
- Assist the Regional District in developing, reviewing, and updating IT security policies;
- Liaise with the SRD IT staff to ensure interoperability between key systems.

The successful proponent will operate as a support extension for the SRD's existing information technology staff on a time-and-materials basis and provide advanced assistance covering servers and storage, network and security, applications and databases, and technology projects, as required. Tier 1 service desk coverage for staff absences is required.

25.0 DELIVERY OF SERVICES

Services must be provided by the best method to ensure 24x7 monitoring, maintenance, and remediation of issues within the SRD's technical environment. This includes a provision to provide technical remediation services outside of normal facility hours, with an option for on-site service if required.

Desktop/laptop update service must follow an update schedule performed during non-peak times so as not to negatively impact the end user's work schedule.

26.0 RESPONSE TIMES

At a minimum, submissions must clearly state proposed service levels including:

1. Regular operating hours technician response times
2. Off hours / emergency technician response times
3. On-site emergency technician response time, when necessary.

27.0 FEES FOR SERVICE

The fee for this service may be a flat monthly rate or an amount based on a verifiable metric, such as number of computers or users. Hourly rates for services not included in the monthly fee should be provided, including any minimum charges for on-site or remote services. Rates for after hours, weekend and holiday service calls should also be included.

28.0 SCHEDULE

The Regional District anticipates a contract start date of Monday, April 5th, 2021 to be followed by a planned transition from the current service provider. Proponents shall state in their Proposal submission whether they can comply with this timeline. The projected schedule is as follows:

Closing date	February 8 th , 2021
Short-listing of proponents	February 15 th , 2021
Proponent interviews	February 22 nd – 26 th , 2021
Notice of award	March 1 st , 2021
Contract execution	March 15 th , 2021
Contract start	April 5 th , 2021
Transition (overlap with current provider)	April 5 th to 30 th , 2021

29.0 ADDITIONAL SERVICES

During the term of the contract that results from this RFP, the Regional District may request the Proponent to provide quotes for services outside the scope of the contract. Details of any additional services the proponent may be able to offer the Regional District should be included in the Proponent's submission.

30.0 METHODOLOGY

Submissions must include a detailed work plan and methodology clearly describing all tasks proposed to fulfill the service objectives. The Proponent should identify any special issues or foreseen problems and how the recommended approach to problem resolution. The Proponent may describe any specialized method or technology to ensure quick, efficient, and professional execution of the services.

31.0 CHANGE IN SCOPE

The Regional District reserves the right to propose an amendment to the scope of work during the term of the proposed Contract. In such cases, the Regional District would request a quotation from the Contractor for the change in scope.

G. CONTRACT CONDITIONS

By submission of a proposal, the Proponent agrees that should its proposal be successful, the Proponent will enter into a Contract with the Regional District that, may include the following selected contract clauses:

32.0 SERVICES

The proponent will provide all labour, equipment, supervision, and services necessary to perform the Services in accordance with this Agreement. Any deviation from the requirements set out in this document must be fully disclosed in the proposal.

33.0 WARRANTIES

The Contractor represents and warrants to the Regional District that the Contractor and the personnel have the education, training, skill, experience and resources necessary to perform the services in accordance with this agreement and the Contractor acknowledges and agrees that the Regional District has entered into this agreement relying on the representations and warranties in this section.

34.0 COMPLIANCE WITH LAWS

The Contractor will give all the notices and obtain all the licenses and permits required to perform the work and provide written confirmation that the Contractor (and Sub-contractor's) personnel are fully certified to perform the work. The Contractor will comply with all laws, regulations and requirements of authorities having jurisdiction applicable to the work or performance of the contract.

35.0 LAWS OF BRITISH COLUMBIA

Any Contract resulting from this RFP will be governed by and will be construed and interpreted in accordance with all laws in affect in the province of British Columbia.

36.0 INDEMNITY

Notwithstanding the provision of insurance coverage by the Contractor, the Contractor hereby agrees to indemnify and save harmless the Regional District, its officers, agents and employees from and against all claims, demands, losses, costs, damages, actions, suits or proceedings by whomever made, brought or prosecuted and in any manner based upon, arising out, related to, occasioned by or attributable to the activities of the Contractor, its

servants, agents, sub-contractors and sub-operators, in providing the services and performing the work of the Contract, excepting always liability arising solely out of the negligent act or omission of the Regional District.

37.0 REGISTRATION WITH WORKSAFEBC

The Contractor shall abide by all provisions of the *Workers Compensation Act* and its regulations and may be required to sign a WorkSafeBC Safety Covenant in the form provided by the Regional District. The contractor and any approved sub-contractors must be registrants in good standing at all times with the WorkSafeBC, for the duration of the Contract. Prior to receiving any payment, the Contractor may be required to submit a WorkSafeBC Clearance Letter confirming all assessments have been paid and the Contractor is in good standing.

38.0 CONFIDENTIALITY AND CRIMINAL RECORD CHECK

All personnel assigned to provide any of the services under the contract must obtain and submit a criminal record check at the cost of the Contractor prior to being provided access to Regional District systems. All personnel performing services under this contract must sign a confidentiality agreement with the Regional District.

H. PROPOSAL FORM

**REQUEST FOR PROPOSAL
RFP-01-21 INFORMATION TECHNOLOGY SUPPORT SERVICES**

CLOSING DATE AND TIME: 2:00 PM PACIFIC TIME ON FEBRUARY 8TH, 2021

This form must be completed, signed and included with the submission.

The undersigned confirms that its submission is in response to the above noted RFP.

The proponent acknowledges receipt of Addenda # _____ through Addenda # _____.

Name of Proponent: _____

Address: _____

Contact Name: _____

Phone: _____ **Fax:** _____

Email: _____

Website : _____

Service Description	Metric	Cost	NOTES
1. IT Support Services		\$	
2. Additional Costs		\$	
Total Monthly Cost	\$		

Proponents may also add a fee schedule for additional service offerings.

Proponents should ensure that all requirements of the RFP are dealt with in their proposal submission and that all materials and products proposed comply with the specifications therein.

Authorized Signature:

Name and Title:

Date:

I. APPENDIX A: TECHNICAL INFORMATION

1. Network Information:

Strathcona Regional District's network is a single forest domain at a functional Windows 2012 R2 level. The network spans the two sites listed above, and consists of roughly 250 nodes, including but not limited to:

- 22 servers - mostly Windows server based, with four Scale Computing hypervisor hosts;
- 2 Barracuda F-180 firewalls (each site has a dedicated firewall);
- 4 wireless access points (at the SRD Corporate Office);
- 75 workstations & laptops, running Windows 10 Pro;
- 12 MFPs (multi-function printers);
- 1 on-premise Microsoft SQL 2008 R2 servers;
- 1 on-premise Microsoft IIS server;
- 1 Barracuda 690 backup appliance;
- 8 Brocade PoE switches, and various other network components.

Key Systems include:

- Microsoft Office 365
- Vadim financial system server
- ESRI ArcGIS server
- CityView Suite
- PerfectMind

Strathcona Regional District uses a variety of software applications to conduct local government service-based business, including custom database applications.