



HOCKEY SASKATCHEWAN

REQUEST FOR PROPOSAL

INFORMATION TECHNOLOGY SERVICES

Issued: October 13, 2026



Table of Contents

1. INTRODUCTION 2

2. ABOUT HOCKEY SASKATCHEWAN 2

3. OBJECTIVES OF THIS RFP 3

4. CURRENT IT ENVIRONMENT 3

5. SCOPE OF SERVICES 4

6. VENDOR QUALIFICATIONS 7

7. REFERENCES 7

8. TRANSITION AND IMPLEMENTATION 1

9. PRICING 1

10.CONTRACT TERM.....9

11.INSURANCE 9

12.SUBCONTRACTORS 9

13.OWNERSHIP OF DATA AND DOCUMENTATION 10

14.MANDATORY REQUIREMENTS 10

15.RFP TIMELINE..... 11

16.QUESTIONS AND COMMUNICATION 11

17.PROPOSAL SUBMISSION 12

18.APPENDICES 13



1. INTRODUCTION

Hockey Saskatchewan invites qualified information technology (IT) service providers to submit proposals to provide comprehensive IT services for its organization.

The successful proponent will provide reliable, responsive and proactive IT support, infrastructure management, cybersecurity, monitoring, backup and disaster recovery, Microsoft 365 and cloud support, hardware support, and strategic technology guidance.

Hockey Saskatchewan is seeking a long-term technology partner rather than a provider focused solely on responding to individual technical issues. The successful proponent will be expected to identify potential issues before they become operational problems and provide recommendations that support the organization's IT needs.

2. ABOUT HOCKEY SASKATCHEWAN

Hockey Saskatchewan is the provincial governing body for hockey throughout the province and is responsible for advancing the sport through innovation, engagement and participation.

The organization operates from its Regina office and supports staff, members, minor hockey associations, leagues, teams, officials, volunteers and other stakeholders throughout Saskatchewan.

Hockey Saskatchewan relies heavily on technology for communication, administration, registration, financial operations, website and digital services, meetings, webinars, marketing, communications and day-to-day operations.



3. OBJECTIVES OF THIS RFP

The primary objectives of this RFP are to identify an IT services provider capable of:

- Providing responsive and reliable technical support.
- Maintaining and improving the organization's IT infrastructure.
- Proactively monitoring systems and identifying potential issues.
- Maintaining appropriate cybersecurity protections.
- Supporting Microsoft 365 and cloud-based services.
- Maintaining reliable backup and disaster-recovery capabilities.
- Supporting 14 office-based and remote employees.
- Providing hardware procurement, deployment and lifecycle recommendations.
- Providing strategic IT advice and technology planning.
- Providing predictable and transparent pricing.
- Maintaining appropriate documentation of the organization's IT environment.
- Providing regular reporting on service levels, security, infrastructure and outstanding issues.

4. CURRENT IT ENVIRONMENT

The following information is provided to help proponents understand the approximate size and nature of Hockey Saskatchewan's IT environment.

4.1 Office

- Located at #2 – 575 Park Street, Regina, SK S4P 1N4
- Approximately 6,700 square feet
- Approximately 9-foot ceilings with approximately 4 feet of drop-ceiling space
- Approximately 1 to 2 wireless access points
- Approximately 30 to 40 wireless devices may be connected during peak periods



4.2 Computing and Network Equipment

The current environment includes approximately:

- 13 laptops
 - 12 LAN-connected docking stations
- 1 desktop computer
- 2 printers
- 1 server (2.41 TB)
- 1 iPad
- Network infrastructure and related equipment
- Approximately 29 wired/network devices, excluding wireless access points

The organization currently has approximately 1 to 2 remote workers, although this may change over the term of the agreement.

4.3 Hosting

Hockey Saskatchewan does not host public-facing websites or online services from its physical office.

Its website and other externally hosted online services are hosted through external providers.

The successful proponent should therefore distinguish between:

- IT infrastructure and services managed directly by the IT provider; and
- externally hosted services that may require coordination or support but are not physically hosted by Hockey Saskatchewan.

5. SCOPE OF SERVICES

The successful proponent will provide comprehensive managed IT services for Hockey Saskatchewan. Proponents must clearly identify which services are included in recurring fees, which are optional or separately billed, and any third-party licensing or usage costs.

5.1 Help Desk and User Support

Provide responsive support for office-based and remote users during stated standard hours, with after-hours and emergency escalation available. Services must include:



HOCKEY SASKATCHEWAN: REQUEST FOR PROPOSAL – IT SERVICES

- Telephone and online help desk support, remote troubleshooting and on-site support at the Regina office when required
- Hardware, software, email, printer, peripheral and connectivity troubleshooting
- User account, password, access, onboarding and offboarding support
- Support ticket management, escalation procedures and communication during major incidents

Proponents must state standard support hours, target response and resolution times by priority, on-site response times, and all travel, minimum-billing or after-hours charges.

5.2 Infrastructure, Devices and Microsoft 365

Manage, monitor and support Hockey Saskatchewan's network, server, endpoints, Microsoft 365 environment and related cloud services. Services must include, as applicable:

- Firewall, switch, wireless access point, VPN and internet connectivity management
- Server, storage, operating system, firmware, patch and performance management
- Endpoint monitoring, configuration, software management, protection and deployment
- Microsoft 365 account, licences, email, access and security administration
- Asset inventory, configuration records, lifecycle planning and replacement recommendations
- Coordination with internet, cloud, hardware and other third-party providers

The successful proponent must assess the environment during onboarding and identify immediate reliability, performance, capacity, security and lifecycle priorities.

5.3 Cybersecurity, Privacy and Risk Management

Provide or coordinate appropriate safeguards for systems, accounts and information. Proponents must describe their approach to:

- Endpoint and email security, malware and phishing protection, multi-factor authentication and privileged account protection
- Patch, vulnerability, access-control, logging and security-monitoring practices
- Internal and external vulnerability assessments, configuration reviews, remediation and assessment frequency
- Security incident response, breach notification and security-awareness support
- Data storage, residency, retention, destruction and employee or subcontractor confidentiality
- Proponents must identify proposed third-party security products, where Hockey Saskatchewan data may be stored or processed, and all related licensing or recurring costs.

APPLICATION DEADLINE: October 30, 2026



5.4 Backup, Disaster Recovery and Business Continuity

Maintain or coordinate a monitored backup, recovery and continuity program appropriate to Hockey Saskatchewan's environment. The proposal must identify:

- Systems and data covered, backup frequency, retention, storage location and security
- Off-site or cloud protection, ransomware resilience and proactive backup monitoring
- Restoration procedures, testing frequency, recovery point objectives and recovery time objectives
- Disaster recovery procedures and the respective responsibilities of the proponent and Hockey Saskatchewan
- Support during server, network, internet, Microsoft 365, cybersecurity, hardware, office or data-loss disruptions

5.5 Proactive Management, Documentation and Reporting

The successful proponent will identify and communicate risks before they become significant operational problems and provide ongoing technology guidance. Services must include:

- Proactive monitoring of networks, servers, endpoints, security, patches and backups
- Current documentation of assets, configurations, accounts, licences, vendors, dependencies and recovery information, accessible to Hockey Saskatchewan throughout the contract
- Monthly reporting on tickets, response and resolution performance, outstanding issues, incidents, security, backups, patches and infrastructure concerns
- Periodic service-review meetings and an annual review covering infrastructure, cybersecurity, Microsoft 365, backup, lifecycle, user needs, budget considerations and recommended improvements
- An annual technology roadmap and practical recommendations for risk reduction, service improvement and future planning
- Hardware sourcing, configuration, deployment, warranty coordination and replacement planning, with all markups and procurement fees disclosed



6. VENDOR QUALIFICATIONS

Proponents should provide:

- Company overview
- Years in business
- Number of employees
- Number of technical staff
- Location of technical staff
- Relevant certifications
- Experience providing managed IT services
- Experience with organizations of similar size
- Experience with non-profit organizations
- Cybersecurity experience
- Microsoft 365 experience
- Relevant references

Proponents should identify the personnel who would be assigned to Hockey Saskatchewan, including:

- Primary account/contact person
- Primary technical contact
- Escalation contact
- Additional technical resources

7. REFERENCES

Proponents should provide a minimum of three client references.

References should include organizations that are reasonably comparable to Hockey Saskatchewan in terms of size, complexity or service requirements.

For each reference, provide:

- Organization name
- Contact name
- Contact information
- Length of relationship
- Services provided

Hockey Saskatchewan reserves the right to contact references as part of the evaluation process.



8. TRANSITION AND IMPLEMENTATION

The successful proponent will be responsible for developing an appropriate transition plan.

The transition plan should address:

- Initial assessment
- Asset inventory
- Network assessment
- Security assessment
- Documentation review
- Account and access review
- Backup review
- Monitoring implementation
- Support system implementation
- Introduction of technical contacts
- Transfer of relevant documentation
- Knowledge transfer
- Identification of immediate risks

Proponents should provide an estimated transition timeline and identify any transition costs.

9. PRICING

Proponents must provide clear and transparent pricing.

Pricing should identify:

Recurring Fees

- Monthly managed IT services
- Per-user fees, if applicable
- Per-device fees, if applicable
- Server management
- Network management
- Cybersecurity services
- Backup services
- Microsoft 365 administration
- Monitoring

Additional Services

- On-site support
- After-hours support
- Emergency support
- Project work
- Hardware installation
- Hardware configuration
- Hardware procurement
- Software installation
- Consulting
- Network projects



HOCKEY SASKATCHEWAN: REQUEST FOR PROPOSAL – IT SERVICES

Other Costs

Proponents must identify:

- Travel charges
- Minimum billing requirements
- Hardware markup
- Software markup
- Third-party licensing
- Implementation fees
- Transition fees
- Other recurring or one-time charges

All pricing should be provided in Canadian dollars and should clearly identify applicable taxes.

10. CONTRACT TERM

Hockey Saskatchewan anticipates entering into an initial three-year agreement with the successful proponent.

The agreement will be subject to mutually acceptable terms and conditions.

The proposal should identify any recommended renewal options.

11. INSURANCE

Proponents should provide evidence of appropriate insurance coverage, including:

- Commercial general liability
- Professional liability/errors and omissions
- Cyber liability
- Workers' compensation coverage, where applicable

Proponents should identify applicable coverage limits.

12. SUBCONTRACTORS

Proponents must identify any subcontractors or third-party providers that would be involved in delivering the proposed services.

The proponent remains responsible for the services provided by its subcontractors.



13. OWNERSHIP OF DATA AND DOCUMENTATION

All Hockey Saskatchewan data, documentation, configurations and organizational information must remain the property of Hockey Saskatchewan.

Upon expiration or termination of the agreement, the successful proponent must provide Hockey Saskatchewan with reasonable assistance in transitioning services to another IT services provider.

The proponent must not withhold Hockey Saskatchewan information or documentation because of the termination of the agreement, subject to any legitimate outstanding contractual obligations.

14. MANDATORY REQUIREMENTS

Proponents must demonstrate the ability to:

- Provide on-site support in Regina
- Provide remote technical support
- Provide cybersecurity support
- Support Microsoft 365
- Support network infrastructure
- Support endpoint devices
- Provide or manage backup services
- Provide emergency technical support
- Provide proactive monitoring
- Maintain IT documentation
- Provide references
- Maintain appropriate insurance coverage

Proponents that cannot meet a mandatory requirement must clearly identify the exception and provide an explanation.



15. RFP TIMELINE

Milestone	Date
• RFP Issued	October 13, 2026
• Proposal Deadline	October 30, 2026
• Anticipated Service Start	December 1, 2026

Hockey Saskatchewan reserves the right to amend this schedule.

16. QUESTIONS AND COMMUNICATION

All questions regarding this RFP should be directed to:

Kelly McClintock

General Manager

KellyM@HockeySask.ca

Joseph Laprairie

Manager, Marketing and Communications

JosephL@HockeySask.ca

Hockey Saskatchewan

#2 - 575 Park Street

Regina, SK S4N 5B2

306-789-5101

Proponents should not contact other Hockey Saskatchewan employees regarding this RFP unless specifically directed to do so.



17. PROPOSAL SUBMISSION

Proposals must be submitted electronically to the designated Hockey Saskatchewan contact by **5:00 PM (Sask. Time) on October 30, 2026**.

Late submissions may not be considered.

Hockey Saskatchewan reserves the right to:

- Accept or reject any proposal
- Reject all proposals
- Request clarification
- Request additional information
- Negotiate with one or more proponents
- Cancel or modify the RFP process
- Select a proposal other than the lowest-priced proposal
- Award all or portions of the services

Hockey Saskatchewan will not be responsible for costs incurred by proponents in preparing or submitting proposals.



18. Appendices

APPENDIX A: PROPONENT RESPONSE MATRIX

Proponents should complete the following matrix and reference the applicable section of their proposal.

Requirement	Response (Y/N)	Proposal Reference / Notes
Asset and configuration management		
End-user helpdesk and ticket management		
Remote monitoring		
Server and workstation patch management		
Microsoft 365 management		
Endpoint security / Endpoint Detection and Response (EDR)		
External vulnerability scanning		
Internal vulnerability scanning		
Firewall / network security management		
Backup monitoring and offsite backup		
File and system recovery testing		
Disaster recovery planning and testing		
8x5 helpdesk support		
After-hours escalation		
Onsite support in Saskatchewan		
Monthly service reporting		
Quarterly service review		
Annual technology / security review		
Canadian data residency option		
Secure data return and deletion at termination		
Three-year pricing schedule		



HOCKEY SASKATCHEWAN: REQUEST FOR PROPOSAL – IT SERVICES

APPENDIX B: PRICING RESPONSE

Service	Monthly Cost	Annual Cost	Additional Fees
Managed IT Services			
Help Desk			
Network Management			
Server Management			
Endpoint Management			
Cybersecurity			
Backup			
Microsoft 365 Support			
Monitoring			
Other			

Hourly / Project Rates

Service	Rate (\$/HR)
Standard Technical Support	
Senior Technical Support	
On-Site Support	
After-Hours Support	
Emergency Support	
Project/Consulting Services	



HOCKEY SASKATCHEWAN: REQUEST FOR PROPOSAL – IT SERVICES

APPENDIX C: REFERENCE BASELINE FROM EXISTING AGREEMENT

For clarity, the following requirements are included because they were part of the existing Hockey Saskatchewan service model. They are intended as a baseline for comparison and do not prevent proponents from proposing a different or improved approach.

Area	Existing Agreement Baseline
Asset management	Data centre/server, workstation, network, printer, software, mobile, documentation, digital/information and password management.
Security and risk	Patch approvals and management, Microsoft 365 management, firewall, switches, access points, VPN, vulnerability testing, security policy support, DNS filtering, endpoint detection and response, identity management.
Remote monitoring	Network, workstation and server monitoring with automated agents and alerting.
Backup and Disaster Recovery	Daily backup inspection, backup agents, offsite/cloud storage, recovery testing, disaster recovery planning and review.
IT operations	8x5 helpdesk, computer deployments, server/network/print remediation and onsite remediation escalation.
Hosting	Canadian or United States based data centre option, physical security and 99.9% uptime target where applicable.
Commercial	CAD, three-year initial term, Net 30 payment terms and annual increases permitted at inflation.

APPENDIX D: PROPONENT INFORMATION FORM

Information	Proponent Response
Legal Name	
Operating Name	
Head Office	
Primary Contact	
Telephone	
Email	
Website	
Years in Business	
Number of Managed Services Employees	
Saskatchewan Service Capability	
Canadian Data Centre Capability	

APPLICATION DEADLINE: October 30, 2026