



# REQUEST FOR PROPOSALS

## IT Coordinator II (Contracted)

*One (1) Position*

### Key Information

<b>RFP Reference Number</b>	WSB-WC-2026-IT-001
<b>Date of Issue</b>	April 17, 2026
<b>Closing Date/Time</b>	4:00 PM (Pacific), Friday, May 15, 2026
<b>Number of Positions</b>	One (1) — Contracted Services
<b>Department</b>	WSÁNEĆ College
<b>Engagement Type</b>	Independent contractor / contracted services (not an employment relationship)
<b>Eligibility</b>	External and Internal — current and past employees as well as WSÁNEĆ community members and external applicants
<b>Submit Documents to</b>	Dr. Nick Stanger: <a href="mailto:nstanger@wsanecschoolboard.ca">nstanger@wsanecschoolboard.ca</a>

## 1. Introduction and Background

### 1.1 About WSÁNEĆ College

WSÁNEĆ College is a post-secondary institution established by the WSÁNEĆ School Board to serve the educational needs of the four WSÁNEĆ Nations: Tsartlip (WJOLELP), Pauquachin (BOKECEN), Tsawout (S7AUTW), and Tseycum (WSÍKEM). WSÁNEĆ College is located on the Saanich Peninsula on the traditional territories of the WSÁNEĆ peoples on Vancouver Island, British Columbia.

### 1.2 Governance and Relationship to the WSÁNEĆ School Board

WSÁNEĆ College operates under the authority of the WSÁNEĆ School Board, which is governed by representatives of the four WSÁNEĆ Nations. The School Board is responsible for the delivery of education programs and services across the WSÁNEĆ community, from early learning through post-secondary education. WSÁNEĆ College serves as the School Board's post-secondary arm, offering certificate, diploma, and degree programs in partnership with

Camosun College and the University of Victoria, and is grounded in W̱SÁNEĆ culture, language, and ways of knowing.

### **1.3 Community Served**

The four W̱SÁNEĆ Nations are Coast Salish peoples whose territory encompasses the Saanich Peninsula, the surrounding waters, and the Gulf and San Juan Islands. W̱SÁNEĆ College exists to advance the educational aspirations of primarily W̱SÁNEĆ community members, and also local First Nations, Indigenous, and non-Indigenous students, to support the revitalization and transmission of SENĆOŦEN language, cultural knowledge, and self-determined governance.

## **2. Letter of Invitation**

The W̱SÁNEĆ School Board, on behalf of W̱SÁNEĆ College, invites qualified individuals to submit proposals for one (1) Information Technology (IT) Coordinator II contracted-services engagement. This Request for Proposals (RFP) is issued in accordance with the W̱SÁNEĆ School Board Capital Projects, Tendering, and Service Contracts Policy (Section 260.8).

This engagement is offered as contracted services during a pilot period while W̱SÁNEĆ College frames and builds out IT roles within its organizational structure. The engagement is not an employment position, is not covered by any collective agreement, and does not confer employee status or benefits.

The IT Coordinator is responsible for maintaining and continuously improving W̱SÁNEĆ College's technology systems. This role oversees asset management, software and hardware deployment, licenses, and provides direct support to students, instructors, and staff.

The W̱SÁNEĆ School Board recognizes that "best value" is a balance between getting the lowest costs and maximizing the economic benefits. The use and development of local resources and people is to be maximized, subject to costs and available skills.



### **3. Statement of Work Required**

The successful proponent will be engaged as an independent contractor to deliver the following scope of services in the IT Coordinator II role:

#### **3.1 Asset Management & Inventory Control**

- Develop and maintain a current inventory of all College-owned hardware and software assets.
- Track lifecycle, warranties, and refresh timelines for laptops, desktops, mobile devices, classroom technology, and peripherals.
- Implement a simple, sustainable system for device checkout and return for smaller devices (laptops, cameras, etc.).

#### **3.2 Software, Hardware, & Systems Management**

- Install, configure, and update software and hardware for students, staff, and instructors.
- Maintain and troubleshoot networking equipment, printers, and classroom A/V systems.
- Administer user accounts, permissions, backups, and security measures across relevant platforms.
- Support the secure operation of local servers, Student Information Systems, cloud environments (e.g., Microsoft 365 or Google Workspace), and learning tools used by the College.

#### **3.3 Student, Staff, & Instructor Technical Support**

- Provide timely, responsive front-line support for students and staff through in-person, email, phone, and virtual channels.
- Create accessible guides and troubleshooting materials for common tasks (e.g., logging in, connecting to Wi-Fi, accessing learning platforms).
- Support technology needs for land-based learning, hybrid/online courses, and teaching environments.

#### **3.4 Ticketing System Development & Support Workflow**

- Select, create, or customize a ticketing system to track IT issues and requests.
- Establish service-level expectations (e.g., response times, prioritization).
- Monitor, analyze, and report on ticket trends to inform proactive improvements.

#### **3.5 Licensing, Compliance, & Security**

- Track software licenses, subscriptions, renewals, and compliance requirements.
- Maintain IT security protocols, including access controls, password management, and data protection aligned with WSÁNEĆ School Board policies.
- Support cybersecurity awareness for students and staff through communication and/or training materials.

#### **3.6 Communications & Documentation**

- Develop clear, accessible IT communications such as outage notices, update reminders, and how-to guides.
- Maintain updated documentation for all IT processes, systems, and protocols.
- Collaborate with College leadership to align communication protocols with privacy and safety standards.
- Continue to develop and administer the W̱SÁNEĆ College website.

### **3.7 Alignment with W̱SÁNEĆ Values & Organizational Principles**

- Uphold W̱SÁNEĆ School Board standards for confidentiality, data protection, and cultural safety.
- Demonstrate respect for W̱SÁNEĆ peoples, SENĆOŦEN language, and community protocols in all technology practices.
- Support inclusive, student-centred approaches to digital access and learning environments.

## **4. Required Qualifications**

Proponents must demonstrate the following minimum qualifications for the IT Coordinator II role:

- Bachelor's degree in Computer Science, Information Technologies, Network Administration, or similar.
- Minimum 2 years of experience in IT support or systems administration.
- Experience with hardware/software troubleshooting and helpdesk support.
- Working knowledge of Microsoft 365 administration.
- Understanding of cybersecurity best practices and privacy protocols.
- Ability to work independently across the full scope of College IT operations, including ticketing system ownership, licensing, and day-to-day systems administration.
- Website development, coding, and proven maintenance of web presence.
- Excellent communication, problem-solving, and customer service skills.

### **Preferred Qualifications**

- Experience working in Indigenous educational or community-based contexts.
- Familiarity with W̱SÁNEĆ School Board systems, platforms, or IT environment.
- Knowledge of Microsoft 365 admin tools, Google Workspace administration, and WordPress.
- Ability to develop documentation, simple guides, and communication templates.
- Willingness to learn and incorporate SENĆOŦEN language into IT contexts where appropriate.
- W̱SÁNEĆ or First Nations membership.

## **5. Proposal Evaluation Criteria**

Proposals will be evaluated by a Selection Committee based on the following weighted criteria. The proponent who best meets the evaluation criteria shall be recommended to receive the contract, subject to W̱SÁNEĆ School Board approval.

Evaluation Criteria	Weight
Qualifications & Education	20%
Relevant IT Experience & Technical Skills	25%
Communication, Problem-Solving, & Customer Service	15%
Knowledge of Indigenous Contexts & Cultural Awareness	15%
References & Supporting Documentation	10%
Interview (shortlisted candidates)	15%
<b>TOTAL</b>	<b>100%</b>

## 6. Submission Requirements

Only proposals containing the following will be considered:

- Resume and cover letter addressing how the proponent meets the required and preferred qualifications.
- Three (3) professional references (please provide telephone numbers and email addresses).
- Copies of valid certificates and transcripts must accompany the application.
- Additional supporting documentation as applicable.

All proposals must be received no later than 4:00 PM (Pacific Time) on Thursday, May 1, 2026. Late submissions will not be accepted.

## 7. Contract Agreement — General Conditions and Terms

The following general conditions and terms of payment shall apply to the successful proponent:

### 7.1 Nature of Engagement

This is a contracted-services engagement with W̱SÁNEĆ College. The successful proponent will be engaged as an independent contractor and is not an employee of the W̱SÁNEĆ School Board or W̱SÁNEĆ College. The engagement is not covered by any collective agreement and does not entitle the employee to employee benefits, pension, vacation pay, or similar employment-based entitlements. The contractor is responsible for their own income tax, CPP, and any applicable GST/PST obligations.

### 7.2 Term and Termination

- The contract will commence on a mutually agreed start date with no declared end date, subject to the termination provisions below.
- Either party may terminate the contract on thirty (30) days' written notice without cause.
- The W̱SÁNEĆ School Board may terminate the contract immediately for cause, including breach of contract, breach of W̱SÁNEĆ School Board policies, or conduct inconsistent with W̱SÁNEĆ cultural protocols and standards.

- The W̱SÁNEĆ School Board may also terminate the contract on reasonable notice in the event of loss of funding, program changes, or operational restructuring.
- The contract will be reviewed at least annually to confirm scope, deliverables, and compensation.

### **7.3 Contract Terms**

- The contract shall clearly specify timing and key deadlines for deliverables.
- Services to be provided and deliverables expected shall be detailed in the final contract.
- Compensation shall be established through the final contract based on the proponent's qualifications, experience, and scope of services, and paid on an agreed-upon invoicing schedule.
- Payment terms and schedules (including any progress payments) shall be outlined in the final contract.
- Any holdbacks, if applicable, shall be specified in the contract.
- The contractor is responsible for providing the tools and equipment required to deliver the services, except where otherwise specified.
- The selected proponent, and any personnel assigned to work on-site at W̱SÁNEĆ College, must provide a current Criminal Record Check, including a Vulnerable Sector Search, prior to commencing work. All costs associated with obtaining the Criminal Record Check are the responsibility of the proponent. Proof of clearance must be submitted to the designated College representative and will be kept on file for the duration of the engagement.
- Other important key terms or conditions as determined by the W̱SÁNEĆ School Board.

### **7.4 Working Conditions**

Services are delivered primarily at W̱SÁNEĆ College, with some flexibility for hybrid on-site/remote work as appropriate for tasks. Occasional evening or weekend work may be required during major system upgrades or College events. The contractor coordinates through the Registrar and collaborates closely with W̱SÁNEĆ School Board IT, instructors, and administrative staff.

### **7.5 Confidentiality & Cultural Safety**

The successful proponent must uphold W̱SÁNEĆ School Board standards for confidentiality, data protection, and cultural safety. All work must demonstrate respect for W̱SÁNEĆ peoples, SENĆOŦEN language, and community protocols in all technology practices.

## **8. General Provisions**

- All proposal documents will be treated confidentially until they are reviewed by the Selection Committee.
- The W̱SÁNEĆ School Board reserves the right to accept or reject any or all proposals.
- The W̱SÁNEĆ School Board reserves the right to hire outside professionals to assist in the evaluation process.

- The WSÁNEĆ School Board is not obligated to accept the lowest-cost proposal. The proposal that best meets the evaluation criteria shall be recommended, subject to Board approval.
- Copies of all proposals and records of the evaluation process will be kept on file.
- The WSÁNEĆ School Board reserves the right to negotiate the terms of the final contract with the successful proponent.

## 9. Core Competencies

The successful proponent will be expected to demonstrate the following core competencies:

- Reliability & Accountability — Follows through on commitments and maintains accurate system records.
- Collaboration & Relationships — Works respectfully with students, Elders, staff, and partners.
- Cultural Awareness — Understands the importance of WSÁNEĆ knowledge systems and community protocols.
- Communication — Conveys complex technical information in accessible ways.
- Innovation & Problem Solving — Identifies efficiencies and recommends solutions.

## 10. Anticipated Proposal Remuneration

The WSÁNEĆ School Board will accept proposals with annual pricing starting at \$80,000 (CAD) for the full scope of services described in this RFP. Proponents should submit pricing that accurately reflects the cost of delivering the proposed services in accordance with the standard and scope outlined herein. Proposals will be evaluated on the basis of overall value, with cost-effectiveness as a significant factor.

Proposals that fall outside this range will still be accepted and evaluated on their merits; however, proponents submitting above the stated range should clearly articulate the additional value or expanded scope that justifies the investment. The School Board reserves the right to negotiate final contract terms, including fees, with the preferred proponent and is under no obligation to award a contract at any specific dollar value.

## 11. Contact Information

For questions or clarifications regarding this RFP, please contact:

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