



Request for Proposal (RFP)

Provision of Hosted Website and Email Services October 10th, 2016

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1. SUMMARY

The Wasauksing First Nation (WFN) comprises of approximately 1200 members of whom 400 reside on Parry Island, ON (3Km SW of Parry Sound); most of the Island is the Wasauksing First Nation Reserve, and a small part of the Island is considered to be part of Parry Sound. Parry Island supports 150 permanently occupied houses and 10 businesses as well as 250 seasonal cottages.

WFN requires hosted website and email services that are reliable, secure, and consistent with industry best practices for a government entity.

This RFP is to identify and contract with a qualified vendor or partner who can provide hosted website and email services for Wasauksing First Nation (WFN) under the existing domain wasauksing.ca.

2. PROPOSAL COMMUNICATION

All communication regarding this RFP and the subsequent submission of your proposal should be directed to:

Wilma Tabobondung

Director of Finance

dof@wasauksing.ca (e-mail is the preferred means of communication)

1-705-746-2531

Wasauksing Administration Office

PO Box 250

Parry Sound, ON P2A 2X4

3. GOALS

WFN goals for this project are:

- Reliability and security of website hosting.
- Reliability and security of hosted email.
- Maintain or improve on the value for service.

4. DOMAIN OWNERSHIP

WFN owns and uses the domain wasauksing.ca which is registered with the Canadian Internet Registration Authority (CIRA).

5. DOMAIN NAME ADMINISTRATION SERVICES

WFN requires a vendor that can provide domain name administration services with registrars as required under the direction of WFN administration. The domain administration services should include:

- Authoritative DNS updates if required
- Any DNS services or configuration required to provide webhosting and email services.

6. WEBSITE HOSTING AND DEVELOPMENT SERVICES

WFN currently has a hosted website which is used to provide information to the public regarding WFN. Additionally, WFN also provides private information to band members through a web based Intranet at this domain.

Public content can be viewed at wasauksing.ca and public content is managed by WFN staff with a content management system.

Additionally, WFN's Intranet is a private section of the website which is used to communicate to band members. Intranet side content is only available through a challenge/response process. User access is granted under an individual username basis. Currently, there are approximately 240 access accounts, which comprise of admin(2), contributor(10) and (228))user accounts. In-house WFN admin manages add/change/remove access to the Intranet. There is a potential requirement for up to 1000 Intranet user accounts.

Intranet side content is managed by WFN staff through the content management system.

WFN requires web hosting that can be provided in a reliable and secure environment. This secure environment is expected to include best practices including securing data between the client and the hosted service.

In addition to hosted website services, WFN requires website development services to update the website content, imagery, and structure to reflect our current operating environment. Our goal is to have a visually appealing website that is very functional and easy to use for both the public and Intranet sections. Additionally, we expect our website to adhere to best practices including:

- Performance
- Backup/Recovery
- Mobile friendly and responsive design
- W3C compliance including accessibility standards
- A search box for users

7. HOSTED EMAIL SERVICES

WFN currently has approximately 65 email accounts. These accounts are accessed via a blend of email clients. (Approx. 60% MS Outlook and 40% browser based).

WFN requires hosted email services that can be provided in a reliable and secure environment. This secure environment is expected to include best practices in securing data between the client and the hosted service.

Currently, WFN outsources the add/change/remove maintenance of these accounts, but expects to move this service in house under this process.

Additionally, WFN needs to retain email under a policy based email retention process.

8. SEPARATION OF SERVICES

WFN intends to address both web hosting and email services. If your firm has expertise in hosted websites, but not email services or vice-versa, WFN will consider submissions that include only website or only email service provision.

Please indicate clearly in your proposal if you are submitting with the intent to provide one or both services.

9. MIGRATION

Where migration is indicated, WFN will need to ensure a seamless transition. Considerations for this transition should include:

- Near zero downtime for hosted web and email services;
- Near zero downtime for WFN email clients and users;
- Email retention
- Public website and intranet content continuity;
- Any support considerations during migration for internal WFN client software and user needs.

10. TRAINING

Where migration to new hosting platforms is indicated, WFN will need to become familiar with any new software applications or browser based interfaces for web and email hosting. Training will be required for any management and administration functions as well as end user training.

11. ADDITIONAL INFORMATION

Additional considerations for the project should include:

- Where hosted services are located. ie. Any “safe harbour” considerations.
- A defined Service Level Agreements(SLA);
- Any other relevant information to meet the project goals.

12. FEES AND COSTS

Please detail all costs and fees including both one-time costs as well as any ongoing costs. Please separate line items for all costs of services including but not limited to:

- Setup fees
- Annual fees
- Maintenance and support fees
- Any migration or development fees
- Any other fees that WFN may expect to incur under this project.

When describing your costs please detail the following:

- A description of the service provided
- The unit quantity of each service
- A clear break out between web costs and email costs
- The duration of service i.e. Annual, Monthly, One-time;
- Use CAD dollars
- Provide a total project cost.

Please note that as a First Nation, WFN is exempt from HST/GST.

13. PROPOSAL FORMAT

In your submission, at a minimum please include the following:

- a) Company profile
- b) Demonstrated experience with similar service provision
- c) Three (3) relevant project references
- d) Methodology
- e) Project timelines
- f) Costs
- g) Any other useful information for WFN to consider your proposal.

WFN will consider any additional information that is useful and will meet the goals of WFN and the project.

14. APPLICATION AND SELECTION PROCESS

The RFP competition will close at 17:00 EDT on October 31, 2015

The Proposal can be delivered electronically (preferred) or on paper. Unsuccessful candidates will not be notified.

The selection committee may contact bidders to gain further understanding of their submissions; inability to respond in a timely manner may impact the overall decision of the committee.

Based on submission review, WFN may choose to negotiate with candidates where there is an opportunity to refine the service provision.

Once a successful candidate has been selected, WFN expects to contract with the candidate.

Should you wish to consider submitting a proposal, we recommend that you inform us. You may then ask us questions for which we will provide clarification. We will also notify all other potential bidders that are known to us of both the questions and our answers.

The proposal should be prepared in MS Word (.docx) or .pdf.

We will be looking at the proposal as an indication of the bidder's ability to get the relevant and important information across succinctly and accurately.

15. PROPOSAL EVALUATION

The assessment and selection will be both objective and subjective:

Objectively, WFN will be looking to see that the proposal has addressed all of our points and requirements.

Subjectively, WFN will be looking to see that submissions demonstrate an understanding of the project and objectives from a business, community, geographical and cultural perspective and that the candidates have the experience, capacity and ability to meet or exceed our requirements.

While price will be a very important consideration, we will be looking for overall value, so the lowest bid will not necessarily be successful.

Our decision will be final and once made will not be open to discussion.

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