

**Request For Proposal
ONWAA Website & E-Learn Portal**

Table Of Contents

General information	3
Project Overview	4
Statement of Needs	5
Proposal Format	7
Proposal Preparation and Submission	9
Terms and Conditions	10

General Information

Enquiries

All enquiries for information regarding this Request for Proposal should be directed to Jessica Nadjiwon, phone: (705) 942-3157 or email executive.director@onwaa.ca.

Due Date

Three (3) printed copies of your proposal and one electronic copy to be received by February 2, 2018, at 5:00pm ET. Failure to submit proposals by this time will result in disqualification.

Address

Printed proposals should be mailed or couriered to: ONWAA, % Jessica Nadjiwon, 880 17 E, Garden River, Ontario P6A 6Z5

Purpose

The purpose of this Request for Proposal (RFP) is to solicit proposals to establish a short list of companies to provide website development within a content management framework, training and design for both the ONWAA website and ONWAA learning portal.

About ONWAA

ONWAA is a First Nation membership-owned non-profit organization in Ontario. We are a leading professional organization committed to providing services to First Nation Social Service Administrators in Ontario.

ONWAA is committed to providing quality, professional services to First Nation communities while respecting local delivery needs and realities, and we offer support services that are specific to the needs of individual communities. ONWAA takes pride in supporting First Nations community capacity building and enhancing Social Service Administrators' professional development.

Project Overview

ONWAA is dedicated to educating, supporting, and identifying improvements regarding the delivery of social assistance within Ontario First Nation communities. Services and programs include:

- Onsite training (including regional training to First Nation community members by region when requested)
- Facilitation of community presentations
- Local policy development
- Policy analysis
- Resource development
- Webinars
- Training needs assessments
- Call-in help desk

These services are delivered via the members-only section of the ONWAA website. Users are Social Service Administrators commissioned to administer social services in First Nation communities in Ontario. Currently, the website is built on Joomla.

ONWAA also delivers two academic certificate programs, including the First Nation Social Services Administrators' Certificate and the First Nation Social Policy and Community Development Certificate. These programs, developed in partnership with Algoma University, are delivered via the ONWAA E-Learn Portal, which also offers other courses. The users of the E-Learn Portal are students participating the course work, and the content is delivered entirely online. Currently, the E-Learn Portal is built on Moodle.

In order to continue delivering its services and programs, ONWAA requires the redesign and development of both the ONWAA website and the ONWAA E-Learn Portal to better meet the needs of each of our audiences outlined above. The key objectives are to provide a streamlined user experience, create a simplified interface with consistent UI elements and meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A (at minimum). We also aim to have a more functional CMS so that staff can easily make updates and add new content to both the website and E-Learn Portal. Making our website easier to use from both the user side and the admin side is our top priority. Training for ONWAA staff on how to use the CMS is also an integral aspect of this redesign.

We are open to considering alternative options for the CMS if such approaches will best allow us to complete the project in alignment with the statement of needs (see below).

Statement of Needs

CMS

We are seeking an open-source content management system that is intuitive, easy to use, and supports the features and functionality outlined below. CMS may refer to the main ONWAA website or the E-Learn Portal.

We suggest that the CMS should provide the following functionality:

Content Creation and Editing

- Ability to add tags or categories to a page or post
- In-line editing that displays how potential edits will appear in the resulting web pages
- Ability to remove formatting issues that typically occur with content originating in Microsoft Word or other word processors
- Support for edit and review workflows
- Create/edit page where author can save a draft for later access and set to publish at a specified date/time
- Ability to integrate with a form builder to easily create and add forms to web pages, and to access a database of form results
- Content quality checks for spelling and grammar
- Log of changes that captures the author, time and date of revision or addition
- Ability to custom create URLs that are human-readable and based on naming protocol
- Ability to approve/deny new users for access to members-only section
- Ability to designate certain pages as members-only content
- Content inventory tracking and reporting, such as:
 - Site map for a web area
 - Page location
 - Page owner
 - History of ownership
 - Broken links
 - Orphaned pages
 - Strong security to prevent unauthorized access to the system
 - In-house authorization of new users
- Ability to create and maintain shared assets that may be used across multiple pages
- Ability to upload assets (such as graphics, images and PDFs) as single assets or in bulk
- Ability to view library of uploaded assets
- Must be able to integrate with web analytics tools such as Google Analytics
- No on-going support fees associated with the system

Design Templates

- Out-of-the-box, responsively designed page templates and layouts
- Ability to select from a variety of page elements (or modules) to change page designs

SEO

- Must ensure that page title, page summary and other critical SEO elements can be easily added to a page or post
- Ability to retain URLs when changes are made to avoid broken links

Accessibility

- Fully responsive design
- Support for screen readers and compliance with the Accessibility for Ontario with Disabilities Act (AODA)
- Must meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A (at minimum)

Security

- Must enable HTTPS
- Must support auto-updates of the CMS

ONWAA Site Features:

- Streamlined navigation
- News section should be featured prominently on the home page
- Password-protected section within the website for members-only content
- Ability for users to sign up for access to members-only section
- Workshop page with video conferencing information (WebEx)

Proposal Format

ONWAA will not provide any reimbursement for any cost associated with the development or presentation of a proposal. Failure to include any of the following information may have an adverse impact on the evaluation of a proposal:

Company Details

- Company name and parent company name
- Ownership structure
- Years in operation
- Mailing address (headquarters)
- Other office location(s)
- Primary phone
- Website URL
- Primary point of contact (name, title, phone and email address)
- Bios of primary team members who would be engaged in this project
- Total number of employees
- Comprehensive pricing and/or rate sheet for all potential services you might provide under this RFP should you be selected as a service provider

References

- A minimum of three references (with preference given to those related to non-profits and government agencies), including the following details: company name, primary client name, contact details and brief explanation of services provided

Capabilities & Experience

- Provide an overview of services and capabilities
- Address key resources applicable to the project described in this RFP (work completed in-house or outsourced, access to software or other technology, etc.)

Approach to Projects

- Explain your approach to understanding a new client's business and beginning work on a new account
- Explain your methodology and planning process for website development
- Describe how your CMS and designs have solved real-life business development issues
- Provide a definition of your workflow and website development process
- Outline your draft-to-final process, including the number of revisions included within the pricing of your proposal
- Provide an outline of training available for staff at implementation and post-implementation
- Provide an outline of support available through the Vendor organization after the website is approved and implemented, along with any maintenance and support fees associated
- Outline the Vendor firm's confidentiality policy
- Provide a written agreement to non-disclosure of any product or company information provided during the proposal phase or during any actual project work that may be awarded
- Provide a timeline for completing the project
- Outline your fee structure
- Provide recommendations for web hosting (including pricing)

Proposal preparation and submission

General Requirements

In order to be considered for selection, the Vendor must submit three (3) printed copies of the Vendor's proposal to ONWAA, % Jessica Nadjiwon, 880 17 E, Garden River, Ontario P6A 6Z5, with one electronic copy provided to Jessica Nadjiwon at executive.director@onwaa.ca.

The closing date for the RFP is February 2, 2018. Submissions must be received by 5:00pm ET.

No phone calls. Late responses will not be accepted, and responses received only via electronic submission will be disqualified.

Proposal Preparation

Each proposal shall be signed by an authorized representative of the Vendor. All information requested in this document should be submitted. Failure to submit all information requested may result in a lower evaluation for the proposal.

All costs incurred by the Vendor in the preparation of this proposal or any subsequent shortlist presentation will be borne by the Vendor.

Evaluation and Award Process

Proposals will be evaluated on the following criteria:

- Quality of the explanation of services
- Experience of the company
- Related work
- Price
- Quality of overall proposal

Timeline

Delivery of RFP to potential Vendors	January 4, 2018
RFP submission deadline	February 2, 2018
Review and discussion of submissions	February 12, 2018
Announcement of finalist Vendor	February 20, 2018
Project commences	February 26, 2018
Website launch (tentative)	May 18, 2018

Terms and Conditions

1. **QUESTIONS:** Questions concerning this RFP are to be directed by email to Jessica Nadjiwon at executive.director@onwaa.ca. Enquiries must not be directed to other ONWAA employees. No clarification requests will be accepted by phone. Responses to clarification requests will be provided to all proposers in writing. Questions pertaining to this RFP must be received no later than 72 working hours before the RFP submission deadline.
2. **DISQUALIFICATIONS:** Proposals that do not adhere to the RFP terms and conditions, schedule, instructions or requirements details as provided herein shall be disqualified.
3. **LATE SUBMISSIONS:** Proposals received after the specified closing time will be rejected.
4. **CLARIFICATION OF INTENT:** ONWAA reserves the right and is in its sole discretion to request that one or more Vendors provide additional information, clarification, greater detail, and/or address specific matters not adequately covered in the original submission after the RFP closing date, without being obliged to offer the same opportunity to all Vendors.
5. **CANCELLATION:** ONWAA reserves the right to cancel this RFP at any time. ONWAA reserves the right to cancel any project with the successful Vendor, in part or in whole, without penalty, upon 60 days' written notice to the Vendor. Outstanding charges for work completed will be honoured, but no penalty shall be paid for work not completed at the time of cancellation.
6. **TERMINATION OF RFP:** ONWAA is not under any obligation to award a contract at the end of this RFP process.
7. **CHANGES TO THE PROJECT:** Changes to the project will be made in writing, with the Vendor providing a new cost outline based on the modified scope of the work. Any increase to the price of the project will be agreed by both parties prior to any work on the new scope being started.
8. **ADVERTISING:** In the event that a project is awarded to the Vendor, no indication of the project, during or after completion, will be used in the Vendor's promotional literature, either electronic or in print, without the written permission of ONWAA.
9. **AUDIT:** The Vendor agrees to retain all documents submitted as part of the Vendor's proposal for one (1) year and will, if awarded the project, retain all books, records and documents pertaining to the project for six (6) years.
10. **APPLICABLE LAWS AND COURTS:** This Request for Proposal and any resulting project will be governed in all respects by the laws of the province of Ontario, Canada, and any litigation with respect to it will be brought in the courts of Ontario, Canada.