N2 Network of Networks Request For Proposal-Web Hosting and Maintenance

SECTION I – GENERAL INFORMATION

BACKGROUND

N2 (Network of Networks) www.n2canada.ca is an independent, not for profit association of Canadian research networks and organizations working to advance Canada's clinical research skills and capacity. We bring together people who do clinical research and clinical trials so that they can share resources, best practices, and information. This helps our members be able to carry out high-quality research efficiently, makes sure they are up to date on and conduct good clinical practices and ensures accountability to the people who participate in their research as volunteers. Our website shares resources and information through a password protected area of box.com and an integration to an Association management software as a service platform called Membee.

N2 has over 140 member organizations and represents several thousand clinical research professionals from many different types of disease research areas. Our member organizations include research networks, universities, hospitals, government entities and industry (pharmaceutical and biotech companies).

Website Background

N2's website was rebranded and relaunched in 2017. The current website provides information about N2, as well as an access point for N2 members to access tools and resources. The audiences for the website are clinicians and clinical researchers. In 2016, N2 developed another website; It Starts with Me (www.itstartswithme.ca), whose target audience are patients and caregivers. The site was designed from a patient perspective to provide information and resources on what clinical trials are, and their importance in Canada. This website is used by patients, as well as clinical researchers, to share with patients and caregivers.

PURPOSE OF REQUEST FOR PROPOSAL

N2 Network of Networks is soliciting proposals from qualified organizations to provide website hosting for both the www.N2canada.ca and www.itstartswithme.ca Wordpress websites in Canada and ongoing maintenance and support for both.

ELIGIBLE PROPOSERS /CONTRACTOR COMPETENCY

Canadian organizations/professionals possessing the technical competence, skills, capacity, and capability of performing the work solicited in this RFP may respond.

PROCUREMENT STANDARDS

This Request for Proposal (RFP) provides a uniform method for the procurement of specified services, allowing for full and open competition. It contains the necessary background, requirements, technical specifications, information and instructions for responding to the RFP.

TYPE OF CONTRACT

N2 expects to enter into a fixed-fee contract with the successful respondent.

CONTRACT PERIOD

The initial period of performance under a contract resulting from this RFP is expected to begin on or before July 15, 2019.

RESPONSE DEADLINE

All proposals must be received by N2 no later than 4:00 p.m EST., July 1, 2019. Proposals should be sent electronically to n2@n2canada.ca with the subject line "N2 RFP Web Hosting and Technical Support"

PROPOSAL EVALUATION AND SELECTION PROCESS

A. All proposals received by the submission deadline will be reviewed by the designated N2 staff to determine the proposal's responsiveness to the requirements and specifications stated in the RFP.

B. Final selection and contract award will be made by the designated N2 staff and shall be contingent upon successful contract negotiations.

SECTION II – SCOPE OF WORK

To view N2's website, visit us at www.n2canada.ca. To view itstartswithme website, please visit www.itstartswithme.ca . If you should have questions regarding technical specifications and architecture of the website, please submit them to n2@n2canada.ca

Website: Wordpress

Website Hosting, Maintenance and Support

Selected contractor shall provide the following services:

Monthly maintenance and support

- Site hosted server (in Canada) with server maintenance that is hardened and secure
- Upgrades and patches to performance, as needed, for both operational and security issues
- Reporting services
- Technical support to N2 staff as required
- Back-ups
- Scalable, dedicated Internet bandwidth to the host server

Site Backup

- Contractor shall perform backups and maintain a complete and current copy of the website at all times in Canada.
- Contractor shall guarantee backups are performed and quick site restoration in the event of a failure.
- Contractor will provide disaster recovery measures to be executed, if needed.

Security

- Contractor shall prevent unauthorized access, physical or electronic, to the website and any databases or other sensitive material generated from or used in conjunction with the website.
- Contractor shall monitor the website for intrusions and notify N2 of any known security breaches or holes.

Service Logs and Website Statistics

- Contractor will provide web serve statistical reports on the first day of every month to N2, and at any other time as may be reasonably requested by N2.

The contractor will migrate the current site from the current hosting, ensuring the integrity of the site during the transition or any fixes that may be needed as a result of the transition. In addition, the contractor will provide recommendations for improvements.

SECTION III – INSTRUCTIONS FOR SUBMITTING A PROPOSAL

1. Qualifications and Experience

Provide a brief description of the history and structure of your organization; how long you have been in business; description of type of ownership; principle location; and number of employees.

- Describe the services that your organization provides.
- Describe your organization's experience in providing the same or similar services to those solicited in this RFP.
- Describe the capabilities and capacity of your organization that demonstrate your ability to perform the services request in this RFP.
- Identify all personnel that will be assigned to work on this project – provide a brief summary of each person's qualifications. Identify the person that will serve as the lead or primary contact with N2.
- Provide at least three (3) references of current clients (or clients within the past 12 months). Include: name of organization, contact person, telephone number, and email address.
- Provide any additional information that would support your organization's qualifications and experience.

2. Design/Approach

- Describe the process you will use to migrate the current WSA website from its current host to your server. Include a description of how you will work to ensure minimal downtown of the website.
- Describe your systems for ensuring security of the website, databases or any sensitive materials. Include a description of your system monitoring and procedures of notification and action to any breaches or holes.
- Provide a detailed description (or list) of the services to be provided/included as part of the ongoing maintenance and support of the website, including:
  - Frequency of backups

- o Safeguarding of backup copies
- o Monitoring tools and measure to ensure website availability
- o Procedures/actions if service is compromised by power loss, flood, fire, or structural damage to your location
- o Information on the hosting site, including specifications on security, disaster recover, and procedures for handling outages.
- o Describe the security of the host server and for the website.
- o Describe the process to be used for upgrades and patches as may be needed for both operational and security issues.
- o Provide any additional relevant information regarding the services to be provided not specifically requested.

3. BUDGET/COST

Provide a detailed breakdown of all costs associated with the above described services including a cost summary, Website Hosting, Ongoing Maintenance/Support, Hourly Rate(s) for Added Services as Needed (List/Describe) and any other relevant costs.