# Appendix A - Company Profile Sheet

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| **General Bid Data** | | | |
| Company Name |  |  |
| URL |  |  |
| Years in Business |  |  |
| Number of Employees in named company |  |  |
| Affiliated companies or partnership |  |  |
| Head Office Address |  |  |
| Additional office locations with physical presence |  |  |
| Summary of current Services offered by company |  |  |
| Contact Name for bid |  |  |
| Contact Phone Number |  |  |
| Contact email address |  |  |

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| **Provide information outlining your understanding of the engagement and what value you will bring to WRCC** |
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| **Provide an expected timeline WRCC should be able to expect you to rapidly have full engagement on the initial priority projects, including strategic planning, road mapping and starting the Platform project identified in the RFP.** |
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| **Describe your organization’s experience working with wildfire agencies. Include examples of past projects, services provided, and key outcomes.** |
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| **Provide any assumptions or constraints WRCC should be aware of in the proponents’ bid. This should include any known limitations in the proposed methodology, resourcing, or licensing that may impact delivery.** |
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# Appendix B – MSP Service Area Matrix

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| B-1 Provider General Overview Matrix | | |
| WRCCService Request | Able to Provide  Y/N | Proponent’s Response (Describe How – include approach, tools, roles, examples) |
| The MSP to be able to provide project management to oversee the provider’s deliverables and resources, in collaboration with the WRCCPM who will oversee the project’s outcomes. |  |  |
| MSP to show how they can meet and maintain the required resource skill sets and ensure resource availability. The MSP will provide resources to deliver the design, build and support services. The provider will have and maintain expertise in all areas they outline in the RFP response. |  |  |
| The MSP must provide named key personnel for critical roles required by WRCC, and the MSP is to ensure continuity of these resources. If a replacement is required, WRCCmust approve the proposed replacement. |  |  |
| MSP ability to provide a solution for automated application testing, including support for functional, regression, and performance testing, with seamless integration into existing development pipelines and reporting systems. |  |  |

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| **B-2 Provider Services Overview Matrix** | | |
| WRCCService Request | Able to Provide  Y/N | Proponent’s Response (Describe How – include approach, tools, roles, examples) |
| The partner must prioritize building unified and interoperable WRCCplatforms and solutions with common IT strategies and technologies across lines of business. |  |  |
| The MSP will support WRCCin the delivery of application roadmaps, cyber security standards/practices, code repository, monitoring, and documentation |  |  |
| The provider will support WRCCin Stakeholder engagement, user feedback and business process planning for the external portal(s) solutions delivered by the provider |  |  |
| MSP to follow and align with relevant WRCCpolicies and procedures throughout the engagement |  |  |
| The MSP to deliver solutions that will ensure data to be stored, gathered, sorted, searched, and shared in a secure manner that enforces data standards as needed |  |  |
| IF required, the MSP to develop Android and IOS interfaces in .NET for applications that will integrate with the portal and its data. |  |  |

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| **B-3 Design Services Matrix** | | |
| WRCCService Request | Able to Provide  Y/N | Proponent’s Response (Describe How – include approach, tools, roles, examples) |
| The MSP to provide design services for their proposed solutions, with designs that are scalable to meet evolving organizational needs, featuring a modular architecture for independent scaling, support for future growth, adaptability to changing regulatory or compliance requirements, and tools for capacity planning based on current and projected needs. |  |  |
| The partner must have the capability to perform formal requirements gathering in the design and delivery of their proposed solutions. |  |  |
| The MSP to have UI and UX design expertise to be engaged in the design and delivery of their proposed solutions. |  |  |
| The partner will design a data strategy that allows for the solution to have data stored, gathered, sorted, searched, and shared in a secure manner that enforces data standards as needed. |  |  |

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| **B-4 Integration Services Matrix** | | |
| WRCCService Request | Able to Provide  Y/N | Proponent’s Response (Describe How – include approach, tools, roles, examples) |
| The MSP delivered system to have the ability to securely integrate with external systems to exchange data. (i.e. external CRM, GIS, LMS, etc... systems) via API or other standard methods |  |  |
| The MSP delivered systems to support secure interoperability and integration with other WRCCexisting portal technologies (i.e. WordPress, Drupal, etc.) via API or other standard methods |  |  |

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| **B-5 Compliance Alignment Matrix** | | |
| WRCCService Request | Able to Provide  Y/N | Proponent’s Response (Describe How – include approach, tools, roles, examples) |
| The MSP to ensure their delivered solution and data is hosted in Canada. |  |  |
| The provider to ensure their delivered system aligns with WRCC’s hosting compliance standards (specifically SOC2). |  |  |
| The MSP will ensure the data in their delivered systems are in compliance with the General Data Protection Regulation (GDPR). |  |  |
| The provider will ensure their delivered solution has well-managed sandbox, UAT, and production environments. In addition, WRCCis looking for a partner to provide a training environment for formal and informal training of users operationally. The training environment will allow for the environment and data to be reset when required. |  |  |
| The provider will ensure their delivered solution complies with accessibility standards, specifically Web Content Accessibility Guidelines (WCAG). |  |  |
| The MSP will ensure the delivered systems comply with industry security standards, including CIS, SOC2, and NIST. |  |  |
| The provider will ensure their delivered systems are PCI compliant. |  |  |
| The MSP to support WRCCand participate in any audits that include the provider's delivered and supported systems. |  |  |

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| **B-6 Governance Alignment Matrix** | | |
| WRCC Service Request | Able to Provide  Y/N | Proponent’s Response (Describe How – include approach, tools, roles, examples) |
| The MSP is to participate in monthly and quarterly meetings with appropriate WRCCpartner participants, as well as reporting on SLAs and KPIs. |  |  |
| The provider will collaborate and engage with other WRCCpartners as required to provide service integration between products and platforms to ensure end-to-end business functions. |  |  |
| WRCCmust own all content and data built under the agreement. |  |  |

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| **B-7 Solution’s Business Functional Services Matrix** | | |
| WRCCService Request | Able to Provide  Y/N | Proponent’s Response (Describe How – include approach, tools, roles, examples) |
| The MSP to lead the delivery of WRCC's vision of creating an external portal with a multi-program dashboard ('HUB') where users can enter and progress through various programs, online training, access assessment application, applying for funding or services, etc. |  |  |
| The delivered solution to provide online forms to allow for data entry from external users/citizens (i.e. Users applying for grants must enter all required data for grant application processing) |  |  |
| The solution is to facilitate the business rules and workflow management for each business function and add business process automation where possible (i.e. intake users’ application for grants, grant approval, grant payment payout, approval hierarchy) |  |  |
| The solution to allow WRCCProgram Admin’s to perform administration of the program (i.e. update, approval, or decline applications for various programs and grants) |  |  |
| The solution should allow for modifications of some forms by WRCCprogram admins |  |  |
| The solution is too support the completion and modification of forms while users are offline (i.e. in communities with no internet) and the offline form data to be uploaded once internet connection is re-established |  |  |
| The solution is to be capable of auto-populating data in certain forms from previous users profile or previous data entered into the portal (i.e. completing a grant application with defined fields being carried forward from previous years or other forms) |  |  |
| The solution should allow for historical data to be searchable and accessible by WRCCresources |  |  |
| The solution should be designed in a way to encourage users to engage with the other portal programs. The user’s journey through the programs should be easy to navigate and see their next steps in the program. |  |  |
| The solution should show WRCC program availability by location, specifying which programs are offered in selected neighborhoods, regions, provinces and territories. |  |  |
| The solution must be available in both French and English, allowing users to choose their preferred language. |  |  |
| The solution must support the uploading of files (i.e. PDF, Excel, word, images) and associate these files with database records (i.e. user profiles, regions) |  |  |
| The solution should support the ability to easily communicate with portal users with minimal effort (i.e. send portal users an email or notify with a banner) |  |  |

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| **B-8 Identity and Access Management (IAM) Matrix** | | |
| WRCCService Request | Able to Provide  Y/N | Proponent’s Response (Describe How – include approach, tools, roles, examples) |
| The system to support single sign-on, allowing external users to create an account or to use their existing supported external email address to access the portal, providing application and feature views based on user credential and assigned roles. |  |  |
| The system allows users with multiple roles and views within the same application to be able to switch roles within the application during a single session without having to log out and then log back in. |  |  |
| The system allows internal WRCCportal and program administrative users to have access to the portal, its applications and features based on their internal WRCCemail addresses. This access will allow them to perform the day-to-day program administration as required |  |  |
| The system should provide a process for external users to change the email address they use to access the portal, while still maintaining integrity of data and access |  |  |
| The solution to enable users to update some of their profile information and manage their own data but allow for predefined rules to be followed to ensure that some critical data (i.e. geo-data) remains accurate and unmodifiable without appropriate validation and authorization. |  |  |

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| **B-9 Payments and Banking Integration Matrix** | | |
| WRCCService Request | Able to Provide  Y/N | Proponent’s Response (Describe How – include approach, tools, roles, examples) |
| The system to enable users to securely submit or update their banking information for payment purposes. |  |  |
| The system should support payments (i.e. grant payments to users), utilizing the securely submitted banking information. Additionally, it should be able to export relevant payment data to WRCC’s financial system for seamless accounting and reconciliation. |  |  |

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| **B-10 Provider’s Additional Services Matrix** | | |
| WRCCService Request | Able to Provide  Y/N | Proponent’s Response (Describe How – include approach, tools, roles, examples) |
| Provider to identify any other related services they are able to deliver in which they feel should be considered by WRCC’s to deliver effective portal services |  |  |

# Appendix C – Resource Availability

Based on the work outline in the RFP, identify the roles you would be providing to WRCC (as needed) as well as resumes for the provider’s current available resources in the table.

Resumes of each named resource to be submitted as separate documents with the bid.

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| **Provider’s Role provided** | **Name of current resource available to WRCC**  **(Provide at least 1 named resource)** | **Number of years name resource worked for proponent** | **Resume file name (attach resumes with submission)** |
| Programmer  (SAMPLE) |  |  |  |
| Project Manger  (SAMPLE) |  |  |  |
| Business Analyst  (SAMPLE) |  |  |  |

# Appendix D - References

Provide three client references for similar engagements to be used for reference checks.

*These references should reflect the proponent’s ability to deliver similar scope, scale, or sector-relevant digital platform services.*

| **Client Information** | **Engagement Description** |
| --- | --- |
| **Client 1:**  *Contact: Title:*  Phone number:  Email: |  |
| **Client 2:**  *Contact:  Title:*  Phone number:  Email: |  |
| **Client 3:**  *Contact:  Title:*  Phone number:  Email: |  |

# Appendix E – Cost Proposal

**Instructions for Proponents:**

Provide an hourly cost in the table below.

Clearly state the maximum hourly rate for role identified by in Appendix C.

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| **Resource\Role** | **Hourly Rate** | **Tax** | **Total (incl. tax)** |
| Project Manager (SAMPLE) |  |  |  |
| Business Analyst (SAMPLE) |  |  |  |
| Etc.… |  |  |  |
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| **Provide any resources or tasks of the engagement that will not be at a charge to WRCC (i.e. client check-in, SoW preparation, etc.)** |
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