



WRCC | CRFFC

Wildfire Resilience Consortium of Canada

Consortium pour la résilience aux feux de forêt du Canada

REQUEST FOR PROPOSAL

Managed Service Provider

August 20, 2025

REQUEST FOR PROPOSAL:

MANAGED SERVICE PROVIDER ENGAGEMENT FOR PLATFORM SERVICES AND RELATED IT SOLUTIONS

Issued By:

Wildfire Resilience Consortium of Canada (WRCC)
18 King Street East, 16th Floor
Toronto, ON M5C 1C4, Canada

RFP Issue Date: August 20, 2025

Deadline for Enquiries: September 10, 2025

RFP Submission Closing: September 15, 2025, by 12:00 PM Central Time (CT)

Submissions must be received by 12:00 PM CT, September 15, 2025. Submissions must be signed by a representative with the designated authority to bind the Participant to the terms, conditions, articles, and obligations of the proposal. Submissions shall be delivered by email to emmanuel.diaz@ciffc.ca.

All submissions and any amendments thereto received after the closing date and time will not be accepted.

Participants may be required to make a virtual presentation to WRCC representatives to further explain their proposal. Presentations are limited to no more than 45 minutes, with a 15-minute question period.

Participants are requested to submit any questions regarding this RFP, in writing, no later than September 10, 2025, to the following individual. Enquiries and responses will be recorded and may be distributed to all Participants.

Emmanuel Diaz
emmanuel.diaz@ciffc.ca
204-784-2041

Engagement Term:

Initial term of two (2) years, with the option of two (2) additional one-year extensions at WRCC's discretion.

1. OVERVIEW OF THE PROJECT

The Wildfire Resilience Consortium of Canada (WRCC) invites proposals from qualified vendors to design, develop, and implement a comprehensive digital platform. The purpose of this platform is to support wildfire knowledge mobilization, accelerate technology innovation, and enhance Indigenous fire stewardship in Canada. The WRCC envisions a multi-functional, relational, and scalable platform that facilitates connectivity across a whole-of-society wildfire ecosystem.

The primary objectives of this platform are:

- To connect people and projects across disciplines and geographies, accelerating the adoption of wildfire innovations and technology solutions.
- To support education and knowledge mobilization across disciplines, and among municipal, Indigenous, and professional communities.
- To advance Indigenous fire stewardship, knowledge sovereignty, and engagement.

The WRCC has already launched an interim website to support early-stage engagement and visibility, available at <https://wrcc-crffc.org>. This platform will expand and formalize that work, creating a comprehensive long-term solution to meet the needs of Canada's wildfire resilience community.

2. DEFINITIONS

Managed Service Provider (MSP)	A third-party vendor contracted to deliver a comprehensive set of services, including strategy, design, development, deployment, and ongoing support for WRCC's platform and related IT systems. The MSP coordinates personnel and resources, maintains quality standards, and collaborates with WRCC's internal teams to ensure successful project delivery.
Minimum Viable Product (MVP)	The initial release of the platform that includes core functionalities sufficient for early access and beta testing, enabling indigenous, agency and stakeholder feedback to guide future phases.
Online External Applications	Web-based tools and services that external users (e.g., partners, Indigenous communities, researchers) can access and interact with through the platform, including the development of a "community of practice" portal to facilitate collaboration and shared learning.
OCAP (Ownership, Control, Access, and Possession)	A framework outlining how First Nations' data should be collected, used, and protected. Platforms interacting with Indigenous knowledge or data must align with these principles when applicable.
Identity and Access Management (IAM)	A system of tools and policies for authenticating and authorizing user access to platform services, supporting differentiated access levels and data sovereignty.

Traditional Ecological Knowledge (TEK)

Indigenous systems of knowledge rooted in intergenerational land stewardship and environmental understanding, which inform sustainable fire practices and ecosystem management.

3. EXPECTATIONS OF PARTICIPANTS

WRCC is interested in the Participant's ability to demonstrate expertise and experience in designing, delivering, and maintaining large-scale digital platforms in the wildfire resilience, government, Indigenous, or environmental sectors.

Key expectations include:

- Demonstrated proficiency in platform development and support.
- Specialized expertise in planning and implementing scalable, cloud-based platforms.
- Experience in Indigenous collaboration and culturally sensitive content integration.
- Successful delivery of at least three (3) comparable projects.
- Strong UI/UX design and accessibility compliance.
- Expertise in cybersecurity and data protection.
- Proven project management and delivery track record.
- Effective communication and collaboration with diverse stakeholders.
- Commitment to quality assurance and performance standards.
- Flexibility to adapt to evolving requirements.
- Experience with client management or customer relationship management (CRM) systems, supporting scalability and long-term stakeholder engagement.

4. Submissions Requirements

Participants must ensure their submissions include the following components:

i. Company Profile (Appendix A)

- A statement indicating the Participant's understanding of the engagement
- An indication of the earliest date that the Participant could begin working on initial critical project with complete resources

ii. MSP Service Area Matrix (Appendix B)

Participants must complete the following matrix to outline service capabilities:

- Provider General Overview Matrix
- Provider Services Overview Matrix
- Design Services Matrix
- Integration Services Matrix
- Compliance Alignment Matrix
- Governance Alignment Matrix
- Solution's Business Functional Services Matrix
- Identity and Access Management (IAM) Matrix
- Payments and Banking Integration Matrix
- Provider's Additional Services Matrix

iii. Resource Availability (Appendix C)

- Proposed roles and resource availability

- Resumes of current personnel, demonstrating the Participant's ability to meet RFP requirements.

iv. Client References (Appendix D)

- Contact names of three (3) clients for similar engagements to be used as reference checks. (Appendix D)

v. Cost Proposal (Appendix E)

- A completed cost sheet.

5. Scope and Deliverables

This initiative will be phased. Phase 1 will develop a foundational platform with core features and beta testing. Subsequent phases will be informed by user feedback and may expand to include advanced integrations, data services, and additional tools.

Vendors should anticipate the need for a data repository capable of in-text search or AI-powered discovery. The platform should be designed to accommodate at least 5,000 content entries and scalable to support future growth.

Key Features for Comprehensive Platform:

- **Content Architecture**
 - **Relational Content Type Architecture:** Projects, Contacts, Organizations, Resources, and Events (others may be identified during the discovery phase) represent different content types that can be related to one another so users can see Projects associated with an organization and so on.
 - **Advanced Search of a Diverse Knowledge Base:** Expanded search and filtering capabilities, with access to an extensive repository of applied research, fire-related data, and community case studies, including integration with external databases and data repositories where feasible.
 - **Interactive Directory and Ecosystem Map:** A visually engaging, relational view of WRCC partners, contributors, and initiatives, with click-throughs into deeper resources.
- **Interactivity & Collaboration**
 - **Collaboration and Networking Tools:** Discussion boards and collaboration spaces for stakeholders to share insights, exchange ideas, and co-develop innovative wildfire solutions. Link to all place-based knowledge mobilization networks.
 - **Technology Innovation Hub:** A technology repository for wildfire-related innovations, including drones, suppression systems, remote sensing tools, AI-driven predictive models, and mitigation-focused equipment and practices aimed at reducing wildfire risk in advance of an event.
 - **Training and Resources:** A suite of online training modules, webinars, and resources for wildfire preparedness, research methodologies, technology usage, and community engagement strategies.
- **Indigenous Knowledge and Engagement**
 - **Indigenous Fire Stewardship:** A dedicated section for Indigenous knowledge and fire stewardship practices, including traditional ecological knowledge (TEK),

controlled burning practices, and ongoing partnerships. Also potential to include a space for Indigenous communities to contribute and share traditional knowledge.

- **Data Management & Discovery**

- **Data Sharing:** Features to facilitate data sharing with academic institutions, governmental agencies, fire departments, and other stakeholders.
- **AI Integration:** An interactive and intelligent interface to enhance information discovery, suggest connections, tag metadata, and reduce the cognitive load of users navigating wildfire knowledge systems.
- **Support for Raw and Purpose-Bounded Data:** Ability to accommodate structured datasets related to targeted initiatives (e.g., post-fire assessments, performance metrics, WCIR), including controlled access and dashboard visualizations.
- **Policy and Legislation Database:** Access to wildfire management policies, governmental regulations, and Indigenous rights-related frameworks.

- **Platform Management**

- **Scalability and Cloud-Based Architecture:** The platform should be designed with scalability in mind to accommodate future growth, including increased users, data volume, and functionalities.
- **Security & Privacy Compliance:** Adherence to best practices for user data privacy, security standards, and compliance with Canadian data protection regulations (e.g., PIPEDA, OCAP).
- **User-Friendly Back End:** Editors from across Canada will need accounts to allow them to upload resources, add events, contacts, projects and other content types. Various roles with different permissions will be required to review the work of editors and find and correct duplicate or outdated content.
- **Analytics Reports or Custom Dashboard:** A customizable analytics dashboard (or custom reports on demand) to monitor site use, analyze the value of different functions and report on events like downloads, newsletter sign up, and features beyond simple bounce rates and return users.
- **Accessibility Standards:** Adherence to WCAG 2.1 Level AA guidelines for accessibility. Describe how accessibility will be implemented and tested (e.g., semantic markup, ARIA roles, keyboard navigation, alt text, contrast, screen reader compatibility).
- **Bilingual Accessibility:** The platform must support both English and French user interfaces, including front-end content, navigation, and administrative dashboards. Proposals must describe how bilingual content will be managed, including mechanisms such as translation workflows, language toggles, or localization settings. The platform design should also provide flexibility to accommodate additional languages in the future, including Indigenous languages, as determined by WRCC priorities.

- **User Management**

- **Flexible User Permissions:** Including membership and contributor tiers, editorial workflows, and data custodianship roles.

- **User Testing and Iterative Feedback Loop:** A structured process for gathering, evaluating, and implementing user feedback post-beta launch.

6. FLEXIBILITY OF SERVICE ENGAGEMENT

WRCC reserves the right to seek alternative providers if it determines:

- The selected provider does not meet the expertise or capacity required;
- The project requires competitive procurement.
- This RFP does not guarantee project volumes or exclusivity.

6.1. Non-Exclusive Engagement

WRCC retains the right to engage the Service Provider (MSP) for the duration of this Agreement for projects falling within the scope of services outlined herein. However, this Agreement shall not be considered an exclusive arrangement, and WRCC is not obligated to utilize the Service Provider for all projects or requirements.

6.2. Right to Seek Alternative Providers

WRCC reserves the right, at its sole discretion, to seek alternative service providers for specific projects or tasks if:

- WRCC determines that the Service Provider does not possess the necessary skills, expertise, or capacity required for a given project; or
- WRCC, for any reason, deems it in their best interest to pursue a competitive procurement process.

6.3. No Guarantee of Volume

The Service Provider acknowledges that this Agreement does not guarantee any minimum level of work, project volume, or exclusivity of services. WRCC may, at its discretion, allocate work to the Service Provider on a project-by-project basis.

7. PERFORMING WORK UNDER AGREEMENT

Any work performed under the resulting MSP contract will follow a formal Statement of Work (SoW) process, which includes the following general steps:

- WRCC will communicate its intent for work to be performed by the MSP.
- WRCC and the MSP will hold initial meeting(s) to discuss the specific work requirements.
- The MSP will produce a Scope of Work (SoW) document and submit it to WRCC.
- WRCC and the MSP will review the SoW to validate the understanding, scope, and alignment of the work.
- Both WRCC and the MSP will sign the SoW to initiate the work.

8. General Terms and Conditions

- (1) WRCC shall not be responsible for any cost incurred by any Participant in preparing and submitting responses.
- (2) All responses and accompanying documentation received under the RFP shall become the property of WRCC and shall not be returned to the Participant.
- (3) This RFP may not result in any contract awards and contains no contractual offer of any kind.

- (4) Any RFP and quote received will be treated as an offer by the Participant and not as an acceptance of an offer made by WRCC.
- (5) Responses received are unsigned or after the RFP closing date and time will not be considered.
- (6) If responses are ambiguous, unclear or unreadable, they may not be considered.

9. CONCLUSION

WRCC seeks a trusted partner to build and evolve its platform into a national resource that enhances wildfire knowledge, resilience, and innovation through technology, collaboration, and Indigenous leadership.

We look forward to reviewing your proposal.