



Request for Proposals (RFP) Web Hosting Services

Issue Date: May 9, 2019

PART ONE: Overview

US Ignite seeks a vendor to provide ongoing web hosting services. US Ignite is soliciting responses from qualified firms for a 12-month contract. The term of the contract will begin July 1, 2019 and end June 30, 2020.

The RFP process will proceed according to the following schedule. The target dates are subject to change.

Target Date	Description
May 9, 2019	RFP made available to select firms and posted on US Ignite's website.
May 31, 2019	Responses are due to meghan.histand@us-ignite.org by 8:00 pm eastern.
June 3, 2019	Responses to be evaluated by US Ignite. Follow-up interviews and negotiations, as necessary.
June 7, 2019	Vendor selected.
June 21, 2019	Master Services Agreement and Task Order(s) finalized.
by July 1, 2019	Period of Performance begins (or sooner).
June 30, 2020	Period of Performance ends.

PART TWO: US Ignite Context

US Ignite Overview

US Ignite is a national nonprofit, a 501(c)(3), that is accelerating the smart city movement – and creating value for an entire ecosystem – by guiding communities into the connected future, creating a path for private sector growth, and advancing technology research that's at the heart of smart city development. Why is this important? Because local governments need to improve quality of life and ensure economic development in their communities, particularly during a time of rapid technological change. Businesses recognize the importance of the emerging market around smart communities and need to find commercial strategies that are repeatable, scalable, and sustainable. And foundations and federal agencies need to channel their institutional aims into efforts ranging from cutting-edge research to practical economic development initiatives that deliver measurable benefits.

As a trusted vendor, US Ignite brings this entire smart city ecosystem together, successfully pairing financial investment with technical and organizational expertise. Through the public-private partnership programs we run, US Ignite is a catalyst for communications network advancement, and for innovation in smart city services that are powered by a new generation of technologies.



US Ignite Programs include:

Smart Gigabit Communities

The US Ignite Smart Gigabit Communities (SGC) project is a network of more than two dozen communities developing a catalog of applications to address smart city and internet of things (IoT) challenges. With the benefit of high-capacity and low-latency networking technologies, these communities are solving modern-day dilemmas and developing their own innovation ecosystems focused on improving quality of life and boosting local economic development.

Platforms for Advanced Wireless Research

Platforms for Advanced Wireless Research (PAWR) will enable experimental exploration of robust new wireless devices that will revolutionize the nation's wireless ecosystem while sustaining US leadership and economic competitiveness for decades to come. PAWR is funded by National Science Foundation (NSF) and the PAWR Industry Consortium representing 28 of the nation's leading companies and associations in wireless.

US Ignite Forum

The US Ignite Forum is a structured series of workshops that brings together municipal leaders to discuss strategies for tackling smart city challenges. Each workshop focuses on one pre-defined topic, with speakers presenting their own experiences and then contributing in interactive conversation with the group. Events are deliberately kept small, roughly 50 people, with attendees including additional municipal representatives, members of the academic community, and our corporate vendors. The program includes six workshops per year, spread around the country, and has so far covered topics that include small cells, smart lighting, public safety, and big data.

Smart Cities Data Exchange

US Ignite and ATIS are developing the Smart Cities Data Exchange framework, a blueprint for the secure and interoperable exchange of data beyond city operational boundaries. Designed to help cities analyze and apply civic data more effectively, the program will produce a data-sharing framework, recommended data formats and protocols, security and privacy requirements, and common APIs. In addition to technical specifications and best practice guidelines, work on the Smart Cities Data Exchange framework will result in a single, highly visual tool that will help communities explore a specific use case for data sharing. The goal is to position cities for success in leveraging the next decade of smart cities applications.

PART THREE: SCOPE OF SERVICES

US Ignite seeks a vendor to host its two website properties (US Ignite - www.usignite.org and PAWR - <https://www.advancedwireless.org/>) and provide web hosting services, including the following:

1. Support tiers for multiple WordPress installations.
2. Perform regular security updates of WordPress core, themes and plugins.
3. Setup and administer regular daily backups of site, media, and database.
4. Support basic security, secure user management, HTTPS, and frameworks or strategies for basic mitigation against malicious actions, denial of service attacks, and other common threats. Including basic security scanning and mitigation.
5. Provide light change management and support simple change requests to site look and feel, core or plugin configuration, settings and other basic WordPress administrative features.
6. Provide support for bug-fixes and other troubleshooting.
7. Provide support for optimization and performance to ensure responsiveness, availability and load times.
8. Provide monitoring for up-time and other metrics for proper performance monitoring.
9. Work with organization to advise on site strategy and updates, and recommend best practices for tracking site analytics.
10. Provide site support to enable metric tracking through services like Google Analytics.



11. Make development and design time available for website feature updates on an as-needed basis.
12. Create or add webpages not to exceed 40 hours for the entire year.

PART FOUR: QUALIFICATIONS AND INSTRUCTIONS FOR SUBMISSION

If your organization would like to respond to this RFP, please send your RFP response to meghan.histand@us-ignite.org with a subject line of “RFP: Web Hosting Services – Your Organization”. Please include the following in your response:

1. **Proposer Information and References**
 - Provide primary contact information, including name of organization, phone number, email, and main point of contact.
 - Provide a description of your firm. Please include the descriptions of any proposed subcontractors, if applicable.
 - Provide a list of three professional references that US Ignite can contact – please include the following: a summary of the work provided, the name of organization, main point of contact, phone number, and email address.
 - Share resumes of key staff proposed to work on this initiative, including a description of experience for each proposed staff member (1-page limit per proposed staff member).
2. **Qualifications and Response to Scope of Services:** Please detail the firm’s qualifications to perform the services outlined in *Section 3: Scope of Services*. Additionally, please respond on how your firm will perform the duties outlined in *Section 3: Scope of Services*.
3. **Service Level Agreements:** Please provide some general Service Level Agreements (SLA). The proposed SLAs should include information such as support hours, vendor response times, resolution times, and escalation triggers.
4. **Cost Proposal:** US Ignite intends to issue a fixed-price contract, to a suitable vendor who demonstrates the capacity to deliver quality scope of services and is the most responsive to the requirements of the RFP. Please note the following:
 - Please provide a firm-fixed price cost proposal showing the associate cost to deliver the services outlined in Part 3: Scope of Services. The cost proposal should show the fixed-price cost for the year and for each month.
 - Indicate whether your organization can invoice US Ignite monthly.
 - US Ignite will pay fees supported by evidence of bona fide services rendered. US Ignite will not enter into a retainer agreement which pays fees in advance to a firm or individual to secure or keep services when required.

Closing Date and Time:

US Ignite must receive proposals *by email* no later than **May 31, 2019 at 8:00 PM eastern**.

US Ignite Point of Contact:

Meghan Hestand, meghan.histand@us-ignite.org

Proposal Preparation Guidelines:

- All proposals must be submitted in writing as an Adobe PDF document not to exceed 10 standard 8½ x 11 inch pages in 12-point type font. Any pages submitted beyond 20 standard 8½ x 11 inch pages will not be read.
- All proposals must be emailed to US Ignite point of contact listed, Meghan Hestand.
- Firm may modify or withdraw proposal prior to the submission deadline.
- Proposals may not be changed after the submission deadline.



Other Considerations:

- After a contract is signed, US Ignite will pay firm for travel and other costs associated with serving US Ignite as a client. US Ignite will reimburse these costs in accordance with Federal and US Ignite travel policies.
- US Ignite may reject any or all proposals in whole or in part, waive a technicality in any proposal, make awards in a manner deemed in the best interest of US Ignite and, unless otherwise specified by the firm, accept any item in the proposal. US Ignite reserves the right to award one or more contracts, if necessary.
- US Ignite anticipates a one-year, renewable contract for professional services with a 30-day notice

PART FIVE: TIMELINE FOR EVALUATION AND SELECTION

US Ignite will review all proposals submitted. If firm is invited to make a presentation to US Ignite, the costs for such presentation will be the responsibility of the firm. US Ignite plans to select the firm within 30 business days after the submission deadline and reserves the right not to select any firm if conditions change between the time of the RFP release and completion of the review process.

No contractual obligation on behalf of US Ignite whatsoever shall arise from the RFP process. Additionally, this RFP does not commit the US Ignite to pay any cost incurred in the preparation or submission of any response to the RFP.

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The proposals will be evaluated based on the following criteria:

1. Knowledge of project requirements as demonstrated under “Part 3: Scope of Services”
2. Qualifications and range of experience of proposed vendor
3. Qualifications and experience of proposed project staff and evaluation of previous work in similar situations
4. Project costs and overall value

After review of the submissions the US Ignite may request to meet with firms prior to selecting a vendor. Please direct any questions to meghan.histand@us-ignite.org.