



# Request for Proposals (RFP) Web Hosting Services

*Issue Date: July 1, 2021*

## **PART ONE: Overview**

US Ignite seeks a vendor to provide web hosting services. US Ignite is soliciting responses from qualified vendors for a 1-year contract with 4 additional option years. The contract start date will be August 1, 2021.

## **PART TWO: 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 is 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.

## **PART THREE: SCOPE OF SERVICES**

US Ignite seeks a vendor to host its two website properties (US Ignite - [www.usignite.org](http://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 new features to the website not to exceed 40 hours annually.



## **PART FOUR: QUALIFICATIONS AND INSTRUCTIONS FOR SUBMISSION**

Proposals shall be comprised of four sections:

### **1) Background:**

- a) Provide primary contact information, including name of organization, phone number, email, and main point of contact; and
- b) Description of your organization, including any proposed subcontractors, if applicable.

### **2) Vendor Qualifications:**

- a) Detail the vendor's qualifications to perform the services outlined in *Section 3: Scope of Services*.
- b) Explain how your vendor will perform the duties outlined in *Section 3: Scope of Services*.
- c) Provide some general Service Level Agreements (SLA) metrics and commitments. The proposed SLAs should include information such as support hours, vendor response times, resolution times, and escalation triggers.
- d) Provide a list of three professional references that US Ignite can contact including a summary of the work provided, the name of organization, main point of contact, phone number, and email address.

### **3) Staff Qualifications**

- a) Describe experience of the staff that the proposer is committing to US Ignite, and share resumes of key staff proposed to work on this initiative (1-page limit per proposed staff member).

### **4) Cost Proposal:** US Ignite will 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.

- a) Provide the fixed price cost for Year 1 and for each option year thereafter to deliver the services outlined in *Part 3: Scope of Services*.

US Ignite may pay any additional costs supported by evidence of bona fide services rendered. US Ignite shall pay on a quarterly basis for services rendered. US Ignite will not enter into a retainer agreement which pays fees in advance to secure or keep services when required.

### **Closing Date and Time:**

Proposers must submit proposals *by email* no later than **July 15, 2021 at Midnight**, Eastern Standard Time.

### **US Ignite Point of Contact:**

Proposers should direct any questions to [admin@us-ignite.org](mailto:admin@us-ignite.org) Questions and answers will be posted to the US Ignite website.

### **Proposal Preparation Guidelines:**

Proposers should submit proposals in Adobe PDF format not to exceed ten (10) standard 8½ x 11-inch pages in 12-point type font. Any pages submitted beyond the ten (10) standard 8½ x 11-inch pages will not be read.

### **Proposal Submission Guidelines:**

Proposer should send proposal to [admin@us-ignite.org](mailto:admin@us-ignite.org) with a subject line of "RFP: Web Hosting Services – Organization Name".

Proposers may modify or withdraw proposal prior to the submission deadline.

Proposers may not change proposals after the submission deadline.



## **PART FIVE: TIMELINE FOR EVALUATION AND SELECTION**

US Ignite will review all proposals submitted. The proposals will be evaluated based on the following criteria:

1. Knowledge and capability to deliver services as outlined under *Part 3: Scope of Services*.
2. Qualifications and range of experience of proposed vendor
3. Qualifications and experience of proposed project staff in similar situations
4. Project costs and overall value

If a proposer is invited to make a presentation to US Ignite, then the costs for such presentation will be the responsibility of the proposer. If conditions change between the time of the RFP release and completion of the review process, then US Ignite reserves the right not to select any vendor.

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

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 vendor, accept any item in the proposal. US Ignite reserves the right to award one or more contracts, if necessary.

The following summarizes the RFP solicitation and selection process:

<b>Target Date</b>	<b>Description</b>
<b>July 1, 2021</b>	RFP made available to vendors and posted on US Ignite website.
<b>July 15, 2021</b>	Responses are due to <a href="mailto:admin@us-ignite.org">admin@us-ignite.org</a> by midnight, Eastern Standard Time
<b>July 22, 2021</b>	US Ignite will evaluate responses. Follow-up interviews and negotiations, as necessary.
<b>July 23, 2021</b>	Vendor selected.
<b>July 30, 2021</b>	Master Services Agreement and Task Order finalized
<b>August 1, 2021</b>	Period of Performance begins