



NASHWAAK
RURAL COMMUNITY

NASHWAAK RURAL COMMUNITY

REQUEST FOR PROPOSALS

Website Redesign, Hosting and Managed IT Services

Procurement Information	Details
Solicitation number	NRC-RFP-2026-01
Issued by	Nashwaak Rural Community
Issue date	September 23, 2026
Written Questions Due	October 21, 2026 at 2:00 p.m. Atlantic Time
Proposal closing	October 28, 2026 at 2:00 p.m. Atlantic Time
Submission method	Electronic submission to cao@nashwaak.ca
Contract start	January 1, 2027
Initial term	January 1, 2027 to December 31, 2029
Renewal options	Two optional one-year extensions
Website launch target	No later than March 31, 2027

20 Main Street, Stanley, New Brunswick E6B 1A2 | www.nashwaak.ca



1. Invitation and procurement intent

Nashwaak Rural Community (NRC) invites proposals from qualified service providers for the redesign, migration and ongoing technical management of its municipal website and for comprehensive managed information technology services. NRC intends to select one primary contractor responsible for the full scope. A proponent may use disclosed subcontractors, but the successful proponent will remain fully accountable for all services, security, service levels and deliverables.

This procurement is intended to transfer specialized technical responsibilities from municipal administration to a qualified provider, strengthen organizational continuity, improve cybersecurity and ensure that municipal systems, accounts, credentials and documentation remain under NRC ownership and control.

2. Background and current environment

NRC is a rural local government serving communities in the Nashwaak area of New Brunswick. Its administrative office is located at 20 Main Street, Stanley. Technology is also used at the Stanley and Nashwaak Valley fire stations.

Area	Current environment
Website	www.nashwaak.ca; currently hosted through GoDaddy. NRC controls the domain registration and administrator access.
Users	Approximately 17 staff and Council users.
Devices	Four laptops and multiple desktop computers across three locations; one printer at each location.
Productivity platform	Google Workspace, including Gmail and Google Drive.
File storage and backup	Google Drive and Google Workspace backup capabilities.
Endpoint protection	McAfee antivirus, with other security controls primarily provided through Google.
Connectivity	Starlink at all three locations. Internet service, routers, local Wi-Fi and Starlink administration are excluded from the base scope.
Specialized systems	Security-camera systems at all three locations and a wastewater SCADA system.

3. Objectives

- Deliver a modern, accessible, secure and staff-manageable municipal website.
- Provide reliable administration and support for Google Workspace, municipal devices and software.
- Establish clear service levels, escalation paths and cybersecurity response procedures.
- Reduce reliance on a single municipal employee for technical knowledge and access.
- Ensure NRC owns and controls its data, accounts, domain, credentials, licences and website assets.
- Create and maintain complete system documentation, asset inventories and transition records.



4. Scope of work

4.1 Website redesign and migration

- Assess the existing website, content, domain, hosting arrangement, integrations and administrator access.
- Plan and complete a full redesign with a modern, professional, mobile-responsive design appropriate for a New Brunswick local government.
- Implement an accessible content management system that authorized NRC staff can update without specialized technical knowledge.
- Meet Web Content Accessibility Guidelines (WCAG) 2.1 Level AA to the extent applicable to the platform and supplied content.
- Migrate current, relevant content and preserve or redirect important public links wherever practicable.
- Provide site-wide search, clear navigation, emergency-notice capability and appropriate analytics.
- Support pages and content for public notices, Council agendas and minutes, bylaws and policies, budgets and plans, employment opportunities, procurement notices, newsletters, community information and emergency information.
- Provide online forms, including registration to appear as a delegation at Council meetings.
- Provide a public community-events calendar integrated with Google Calendar.
- Provide links or embedded connections to maps maintained by the Capital Region Service Commission, where technically appropriate.
- Complete testing, staff training, launch support and written administrator instructions.
- Launch the redesigned website no later than March 31, 2027, unless otherwise approved by NRC.

4.2 Ongoing website hosting and technical support

- Provide or manage secure hosting, SSL certificates, domain and DNS administration, software updates, monitoring, backups, restoration and security controls.
- Maintain platform functionality, integrations, forms and calendar connections.
- Respond to technical defects, outages, malware, vulnerabilities and accessibility issues within the applicable service level.
- Maintain a staging or safe-change process for significant technical updates where appropriate.
- Provide NRC with continuing administrator and recovery access.
- Routine content creation and posting will be performed by NRC staff and is not part of the base scope. Proponents may state an optional hourly rate for requested content assistance.

4.3 Managed IT and user support

- Administer Google Workspace, Gmail and Google Drive, including organizational settings, groups, licences, permissions and security controls.
- Create, modify, suspend and disable staff and Council accounts using documented onboarding and offboarding procedures.
- Provide password-reset and multifactor-authentication assistance.
- Provide remote help-desk support for approximately 17 users during NRC business hours, Monday to Friday, 8:00 a.m. to 4:00 p.m., excluding statutory holidays.
- Advise on, procure when authorized, configure, deploy, maintain and replace municipal computers and standard software.
- Install and update software; maintain endpoint-protection and operating-system patching practices.
- Support municipal desktops, laptops, printers and standard peripherals.



- Review Google Workspace backup and recovery arrangements and recommend any necessary improvements.
- Maintain a current inventory of devices, licences, warranties, accounts, administrators and renewal dates.
- Provide technology purchasing and lifecycle-planning advice.
- Coordinate, as required, with third-party vendors supporting printers, camera systems, wastewater SCADA and other specialized systems.
- Provide an annual systems, licensing, asset, backup and cybersecurity review with written findings and prioritized recommendations.
- Provide at least one annual cybersecurity-awareness session or equivalent training resources for staff and Council.
- Maintain written system diagrams, procedures, vendor contacts, configurations and secure credential-recovery information.

4.4 Cybersecurity and incident response

- Assess the existing environment at transition and identify material vulnerabilities and priority improvements.
- Recommend and administer proportionate security controls, including multifactor authentication, privileged-access controls, endpoint protection, logging, patching and account monitoring.
- Provide a 24/7 method to report suspected critical cybersecurity incidents or organization-wide outages.
- Begin triage of critical incidents promptly, preserve relevant evidence and support containment, recovery and required notifications.
- Notify NRC immediately of any actual or suspected unauthorized access, data loss, material vulnerability or incident affecting NRC systems or information.
- Support development and annual review of a practical cyber incident-response and technology continuity procedure.

4.5 On-site and excluded services

Services should normally be delivered remotely. On-site assistance shall be available when remote resolution is not reasonably possible. Critical attendance should occur as soon as practicable and, where feasible, within four business hours; routine visits may be scheduled by agreement.

The base scope excludes administration or troubleshooting of Starlink service, internet connectivity, routers and local Wi-Fi. It also excludes maintenance of camera hardware, fire-service operational equipment and wastewater SCADA controls. The provider must nevertheless coordinate responsibly with the relevant specialist when an issue involves a supported municipal device, account, cybersecurity control or shared dependency. Any optional assistance outside the base scope requires NRC authorization and must be priced separately.

5. Service levels

Priority	Examples	Acknowledgment	Initial response
Critical	Cybersecurity incident, organization-wide outage, loss of essential-system access	15-30 minutes	Within 1 hour; continuous reasonable efforts until stabilized
High	Multiple users affected or an important system unavailable	Within 1 business hour	Within 4 business hours



Priority	Examples	Acknowledgment	Initial response
Routine	Single-user issue, password support, software problem	Within 4 business hours	Response or scheduled action within 1 business day
Planned	New device, new account, non-urgent change	Within 1 business day	Scheduled by agreement

Business-hour service is required. After-hours work is not expected for routine matters. Proponents must describe the method and pricing for critical after-hours incident response. Proposed service levels may be refined during contract negotiations but must not be materially less favourable without NRC approval.

6. Transition and deliverables

1. Conduct a kickoff meeting and confirm roles, contacts, priorities and communication procedures.
2. Complete an initial inventory and technical assessment of NRC accounts, devices, software, website, security controls and documentation.
3. Prepare a written transition plan, risk register and prioritized remediation plan.
4. Establish support intake, escalation and critical-incident reporting procedures before January 1, 2027.
5. Transfer or establish NRC-controlled accounts, administrative access and recovery methods without avoidable service interruption.
6. Commence managed IT and existing-website support on January 1, 2027.
7. Design, test, train staff on and launch the redesigned website no later than March 31, 2027.
8. Deliver and maintain complete documentation and provide an orderly transfer at contract end.

7. Proponent qualifications

- Demonstrated experience delivering managed IT services and website projects of comparable scope.
- Experience with Google Workspace administration and security.
- Qualified personnel with appropriate technical, cybersecurity and web-development expertise.
- Ability to provide remote support and timely on-site support in the Nashwaak area.
- Municipal, local-government or broader public-sector experience is preferred.
- At least three references, preferably from comparable clients.
- Capacity to meet the transition and website-launch schedule.
- Legal entitlement to carry on business in New Brunswick and ability to satisfy applicable insurance and contractual requirements before award.

8. Security, privacy and ownership requirements

- Comply with applicable privacy, access-to-information, records, cybersecurity and other laws and contractual obligations.
- Use information solely to perform the contract and restrict access to authorized personnel with a need to know.
- Disclose where NRC information is stored, processed and backed up, including any processing outside Canada.



- Maintain appropriate administrative, technical and physical safeguards and promptly report security incidents.
- Ensure NRC is the registered owner or primary account holder for its domain, data, accounts, licences, website content, configurations and custom deliverables upon payment.
- Ensure at least two NRC-designated individuals retain appropriate administrator or recovery access to critical accounts.
- Return or securely destroy NRC information at contract end as directed, while supporting complete transition to NRC or a successor provider.
- The successful proponent must maintain commercial general liability insurance of at least \$2,000,000 per occurrence, including bodily injury, property damage, personal injury, non-owned automobile liability and contractual liability. NRC must be named as an additional insured on that policy with respect to the proponent's operations under the agreement.
- The successful proponent must also maintain Technology Professional Liability / Errors and Omissions insurance of at least \$2,000,000 per claim covering the services proposed under this RFP, and Cyber and Privacy Liability insurance of at least \$2,000,000 per claim covering security and privacy incidents, including breach response, notification, cyber extortion and data restoration. Equivalent coverage under a combined policy is acceptable if the required limits and coverage are demonstrated.
- Evidence of coverage must be provided before contract execution and annually thereafter. The proponent must maintain Technology E&O and Cyber and Privacy Liability coverage for three years after the agreement ends, or provide equivalent extended reporting coverage. The agreement will require written notice of cancellation or material reduction in coverage, with at least 30 days' notice where available.

9. Mandatory requirements

Stage 1 will determine whether each proposal satisfies the following mandatory requirements. A proposal that fails a mandatory requirement may be rejected without further evaluation. NRC may waive only a minor irregularity where permitted by law and where doing so does not create an unfair advantage.

- Received at cao@nashwaak.ca before the closing date and time, with the required email subject line.
- Submitted in English and signed or otherwise authorized by a representative legally able to bind the proponent.
- Covers the entire base scope of website and managed IT services; partial proposals are not permitted.
- Confirms availability to commence managed services on January 1, 2027 and launch the redesigned website no later than March 31, 2027.
- Includes the completed pricing schedule, proponent declaration, addenda acknowledgment and three completed reference forms.
- Discloses all subcontractors, material assumptions, exclusions, conflicts of interest and requested contract exceptions.
- Confirms that the proposal and pricing will remain irrevocable for 90 days after closing.
- Demonstrates legal entitlement to carry on business in New Brunswick and capacity to provide the required on-site service.
- Confirms the ability to provide the insurance required by section 8 before contract execution.

10. Proposal requirements

Proposals should be concise and organized in the following order:



1. Executive summary and identification of the primary contractor and any proposed subcontractors.
2. Company profile, New Brunswick presence, key personnel and relevant qualifications.
3. Understanding of NRC's requirements and proposed service-delivery model.
4. Website redesign, migration, hosting, accessibility, security and training approach, including a preliminary work plan and launch schedule.
5. Managed IT, help-desk, Google Workspace, device-management, backup and cybersecurity approach.
6. Service levels, support intake, escalation, after-hours critical-response and on-site service arrangements.
7. Transition plan, dependencies, assumptions, risks and information required from NRC.
8. Security and privacy practices, information-storage locations and incident-response capability.
9. Three relevant client references with contact information.
10. Completed pricing schedule and disclosure of all assumptions, exclusions and optional services.
11. Any requested contract exceptions or proposed material terms.

11. Pricing schedule

Prices must be stated in Canadian dollars, excluding HST, and remain valid for at least 90 days after closing. Proponents must clearly identify all third-party charges, licence costs, travel charges, annual increases and other amounts not included in the base fees.

Pricing item	Basis	Proposed fee / notes
Initial technical assessment and transition	Fixed fee	\$
Website discovery, design and migration	Fixed fee with milestones	\$
Website hosting and technical maintenance	Monthly and annual fee	\$
Managed IT and help-desk services	Monthly and annual fee; identify included users/devices/hours	\$
Google Workspace administration	Included or separate fee	\$ / Included
Cybersecurity services and tools	Itemized fees and licence assumptions	\$
Annual review and training	Included or fixed fee	\$ / Included
Work outside base scope	Hourly rates by role	\$
Critical after-hours response	Minimum charge and hourly rate, or included allowance	\$
On-site attendance and travel	Rates, mileage and minimum charges	\$
Optional content assistance	Hourly rate	\$
Annual price adjustment	Formula, percentage cap or fixed schedule	
Five-year evaluated total	Years 1-3 plus both optional renewal years; all mandatory fees	\$

12. Evaluation and selection

12.1 Stage 1 - Mandatory compliance

NRC will first review each proposal against section 9. Only proposals that satisfy all mandatory requirements, subject to any lawful waiver of a minor irregularity, will proceed to Stage 2.

12.2 Stage 2 - Rated evaluation

Compliant proposals will be evaluated on overall value using the following criteria. NRC is not obligated to select the lowest-priced proposal.

Criterion	Weight
Understanding, methodology and service-delivery approach	20 points
Security, privacy, backup and continuity approach	20 points
Experience, qualifications and references	15 points
Service levels, support capacity and responsiveness	15 points
Transition, implementation and website work plan	10 points
Price and overall value	20 points
Total	100 points

12.3 Stage 3 - Clarification, interviews and negotiation

NRC may request written clarifications, conduct reference checks, invite one or more shortlisted proponents to an interview or demonstration, and negotiate with the highest-ranked proponent. If NRC cannot reach an acceptable agreement, it may end negotiations and proceed to the next-ranked proponent. Council will make the final award following administrative evaluation and recommendation.

13. Submission instructions and inquiries

Proposals must be received electronically no later than October 28, 2026 at 2:00 p.m. Atlantic Time.

Item	Requirement
Submission email	cao@nashwaak.ca
Email subject	NRC-RFP-2026-01 - Website and Managed IT Services
File format	PDF preferred; supporting schedules may be provided in Excel or Word
Procurement contact	Chief Administrative Officer, Nashwaak Rural Community
Questions	Submit in writing to cao@nashwaak.ca by September 16, 2026 at 2:00 p.m. Atlantic Time



NRC may circulate answers that could materially affect proposals to all known proponents or publish them by addendum. Proponents must not seek to influence elected officials or other NRC representatives regarding this procurement outside the stated process.

14. General conditions

- NRC may reject any or all proposals, waive minor informalities, seek clarification, negotiate with the preferred proponent, or cancel or amend the procurement, subject to applicable law.
- NRC will not be liable for costs incurred in preparing or submitting a proposal, attending an interview or negotiating an agreement.
- A proposal is not a contract. No commitment exists until Council has approved an award and an authorized written agreement has been executed.
- Late proposals will not be accepted. The official receipt time will be the time recorded by NRC's email system.
- A proponent may withdraw its proposal by signed written notice received at cao@nashwaak.ca before closing. A proposal may not be withdrawn after closing and will remain irrevocable for 90 days.
- Materially incomplete, conditional or misleading proposals may be rejected.
- Any alternative solution or optional service must be presented separately and must not replace or qualify the compliant base proposal.
- Each proponent is responsible for obtaining and acknowledging every addendum. Addenda form part of this RFP and the resulting agreement.
- Information submitted may be subject to disclosure under applicable access-to-information legislation, subject to lawful exemptions. Proponents should clearly identify information they consider confidential and explain the basis.
- The successful proponent must disclose actual or potential conflicts of interest and must not obtain an unfair advantage through confidential information or prohibited communications.
- Any subcontractor remains subject to the same confidentiality, security, service and compliance obligations, and NRC may require replacement of an unacceptable subcontractor.
- The final agreement will include termination, transition assistance, confidentiality, information security, insurance, indemnity, ownership, performance and dispute-resolution provisions acceptable to NRC.
- Renewal options may be exercised only by written agreement and Council authorization where required.



Appendix A - Site locations

Location	Address
Nashwaak Rural Community Office	20 Main Street, Stanley, NB E6B 1A2
Stanley Fire Station	11 Main Street, Stanley, NB E6B 1A1
Nashwaak Valley Fire Station	20 Durham Bridge Road, Durham Bridge, NB



Appendix B - Reference form

Complete this form separately for each of three relevant clients. References from municipal, public-sector or similarly sized organizations are preferred.

Reference information	Proponent response
Client organization	
Contact name and title	
Telephone and email	
Contract or project dates	
Services and deliverables provided	
Approximate contract value	
Relevance to NRC's requirements	



Appendix C - Proponent declaration and addenda acknowledgment

Declaration	Proponent response
Legal name of proponent	
New Brunswick business address	
Primary contact, email and telephone	
Proposed subcontractors	
Addenda received and acknowledged	List addendum number(s), or None
Proposal covers the complete base scope	Yes / No
Proposal valid and irrevocable for at least 90 days	Yes / No
Able to commence services January 1, 2027	Yes / No
Able to launch redesigned website by March 31, 2027	Yes / No
Three completed reference forms included	Yes / No
All assumptions and exclusions disclosed	Yes / No
Conflict of interest disclosed, if applicable	Yes / No / Not applicable
Authorized representative	Name / title / signature / date