

First Nations Schools Association (FNSA) Website Redesign Request for Proposals

April 27, 2021

1. Summary

This Request for Proposals (RFP) is to solicit consulting services to fully redesign the First Nations Schools Association (FNSA) website (www.fnsa.ca).

The RFP is being issued by the First Nations Education Steering Committee (FNESC) and the project will be guided by FNESC staff working very closely with a website working group of four FNSA Board members and gathering input from school representatives and other audiences. The main staff contact for this project will be Jennifer White, Senior Communications Officer, FNESC.

FNESC is seeking a qualified consultant to provide services to complete this project no later than October 1, 2021.

2. Purpose of Project

The FNSA Board has identified a need to redesign its website to provide a refreshed look, enhanced First Nations school communication, and improved functionality for First Nations schools. Professional advice is required regarding features and organizational strategies the new site should have. Input from users, including First Nation school representatives and staff members, will be integral to this process.

The website working group and staff has had preliminary discussions and the following high-level considerations and questions arose, which will require further discussion with the consultant. Additional considerations may arise.

- a) Options for communication tools that provide a high level of security, ease of use, privacy protections, and ease of facilitation are major considerations.
- b) A priority audience will be First Nations school principals and educators who work in BC First Nation schools. Other significant audiences include First Nations communities, government partners, and the general public.
- c) There may be a need for a more secure section of the new website for sharing documents.
- d) A goal is to make it a “one-stop-shop” with intuitive navigation and improved look and feel.
- e) Multiple administrative staff will be involved maintaining the website so making the web updates easy and intuitive is important.
- f) Communication about professional development events is important.

- g) Mobile friendly design and fidelity across browsers is required.
- h) Fast loading speeds and conservation of bandwidth is important, especially for rural and remote First Nation communities.
- i) Interpersonal skills will be important for the focus group component.

3. About FNSA

The FNSA is an independent organization that represents and works on behalf of First Nations schools in BC. It has a membership of 134 First Nation schools and a 10-member, regionally representative board of directors.

The FNSA was created to promote improved educational outcomes for students attending First Nation schools by supporting the development and implementation of appropriate, meaningful and quality education programs and providing a forum for networking and information sharing amongst schools and other education partners.

The FNSA is committed to designing programs to assist First Nation schools in creating effective, nurturing, and linguistically and culturally appropriate education environments that provide students with a positive foundation in all academic areas.

FNSA's mission is: To collaborate with First Nations schools to create nurturing environments that will develop learners' pride and competence in their First Nations language and heritage and will equip them to realize their full potential, within self-governing First Nations communities.

The First Nations Education Steering Committee (FNESC) provides staffing, administrative and technical services to the FNSA.

4. FNSA Programs and Services

FNSA, in partnership with FNESC and FNESC staff, is responsible for a wide range of programs and services, including the following:

Programs:

- First Nation Schools Assessment and Certification Program
- Special Education Program
- First Nations Language and Culture Program
- First Nations and Inuit Youth Employment Strategy
- First Nations Health Authority Health Careers Promotion
- Parents Club

- Seventh Generation Club
- Artists in Education Initiative
- First Nations Language Mentor-Apprentice Program
- Connected Classrooms Program
- COVID-19 Funding Support

Support Services Delivered in Schools and Communities:

- Professional Growth Process
- In-School Coaching Initiative
- First Nations Languages support services
- Special Education support services
- Principal Evaluation Support
- Curriculum Development
- Human Resources Coaching and supports
- Regional IT Support Services

Collective Professional Development Opportunities:

- Professional Learning Communities Initiative
- Educational Conferences (FNSA, First Nations Languages, Parents Club)
- Principals' Short Course

School Infrastructure Support:

- Data Records and User Management System (DRUMS)
- IT Helpdesk

The [FNESC/FNSA Annual Report](#) provides more information about the activities, programs and services listed above.

5. Scope of Work

The timeline for this work will developed with the successful proponent.

The Consultant will do the following:

- a) Meet with the website Working Group and FNESC staff to discuss project expectations.
- b) Meet with Working Group and FNESC staff to conduct design sessions to determine site features and structure and discuss design issues.
- c) Engage in consultation phase to discover and document user needs and suggested website features and enhancements. This may include focus groups with the following audiences (to be confirmed): FNSA Board of Directors, First Nations school staff, FNESC

directors and managers, and FNEC field staff. FNEC will work with the consultants to determine the focus group participants. Note that focus groups involving school representatives need to be completed by June 20th.

- d) Design and develop identified website features/enhancements, including drafts for review.
- e) Meet regularly with FNEC staff and Working Group members to monitor the project and discuss needs, providing opportunities for review and feedback.

6. Current Technical Environment

The existing FNSA website was designed in 2015 and it uses a customized WordPress theme. Given that staff are currently familiar with the use of WordPress, there may be some advantage to keeping the same platform, although we are open to other platforms/technologies if those are recommended. Ease of maintenance is desirable. Note that FNEC will be the owner of the source code after project completion.

7. Deliverables

- a) Project plan, outlining approach, focus group plan, scope, and timelines
- b) Summary report on consultation phase findings
- c) Look and feel options document and wireframe
- d) Navigation, content/feature, and security options document
- e) Custom or highly customized theme in a current and mobile-friendly format and including robust/versatile page templates. Very tentatively, the site will likely need approximately 8 types of page templates and have roughly 50 pages based on those templates.
- f) Progress reports biweekly

8. Timeframe

Proposals will be accepted until 4:30 pm May 17, 2021. The selected consultant will begin the work no later than May 26, 2021, proceeding on the that will be set collaboratively by FNEC and the consultant. All work will be complete no later than October 1, 2021.

9. Proposal Requirements

In order to receive full consideration, all proposals must include the following:

- a) Recommended Process and Methodology

Description of the process and methodology that the Consultant proposes to undertake to fulfill the requirements (Scope of Work, Deliverables, Timeframe) of this project. This may include work plan, and timelines;

b) Project Team

If a project team is proposed to do the work, please identify the team lead and include their CV and work history, as well as the names, work experience, and the roles of all other team members, including the work that they will undertake in the course of this project;

c) Conflicts of Interest

Disclosure of any potential conflicts of interest in undertaking this project, including proposals to mitigate potential conflicts;

d) Consultant's Experience and Knowledge

Description of the relevant projects, publications, or credentials of the project team and/or the individual members of the project team. For at least three (3) relevant past projects, please provide references who were directly involved in supervising, overseeing, or receiving the final project for the recipient organization.

e) Price

Estimated total price for the project, inclusive of all fees, taxes, and related expenses.

10. Criteria for Consideration

In order for Proposals to be considered for this project, the following criteria must be met:

- a) The proposal must be received by FNEESC by 4:30 pm PDT on May 17, 2021;
- b) One complete electronic copy (USB or email) must be submitted;
- c) Consultant must have demonstrated at least three (3) years of previous experience in designing and developing websites;
- d) Consultant or team lead must have demonstrated previous experience in the leading, planning, and/or managing focus group sessions;
- e) Preference will be given to Consultants who have demonstrated experience and knowledge of education organizations, nonprofits or First Nations;
- f) Proposal must include Consultants contact information including,
 - a. Contact name;
 - b. Company name (if applicable);
 - c. Contact title;
 - d. Contact email and mailing address;
 - e. Contact phone number.

- g) Description of organizational or personal values related to professional relationships, professional conduct, and fulfilling commitments;
- h) Description of any other relevant information, qualifications, experience or competencies the consultant would like to provide the selection committee.

11. Proposal Closing Time

All Proposals must be received in full, no later than May 17, 2021 at 4:30 pm PDT. Proposals received after this time will not be considered.

12. Proposal Submission

Proposals may be submitted no later than the closing time above to:

Jennifer White, Senior Communications Officer
First Nations Education Steering Committee
113-100 Park Royal South
West Vancouver, BC V7T 1A2
Email: jenniferw@fnesc.ca
Telephone: 604-812-4131