

REQUEST FOR PROPSAL (RFP)  
for  
Tribal Portal



**COQUILLE INDIAN TRIBE**

**To:** Potential Bidders

**Issue Date:** March 2<sup>nd</sup>, 2009

**Due Date:** Proposals must be received by 1:00PM on March 31<sup>st</sup>, 2009

*Please see Request for Proposal for more details.*

# Coquille Indian Tribe

## Request for Proposals for the Development of a Portal

### **Purpose of This RFP:**

The Coquille Indian Tribe (CIT) is a federally recognized Indian Tribe with offices located at 3050 Tremont Street in North Bend, Oregon. The Tribe's government employs about 110 people, both at the government headquarters in North Bend and at its Community Center and Medical Clinic in Coos Bay, Oregon. More information about the Coquille Indian Tribe is available at our website: [www.coquilletribe.org](http://www.coquilletribe.org).

Web-based communications are one of the most important means the Tribe has available to provide information to its nearly 900 members. The CIT government desires to improve these communications through the use of a private portal available to the Tribe's members. This portal would make it easier for the Tribe to get information out to the membership, and also provide tools facilitating communication among members and their government. The Tribe has settled on using the Apache webserver on Ubuntu Linux to serve a Joomla-based portal.

The Tribe invites qualified contractors to submit proposals based on the project outline and conditions contained in this RFP.

### **Technical Requirements:**

Contractor should be fully experienced and properly qualified as an expert to perform the work provided for by this RFP and needs to be properly equipped, organized, and financed to perform such work. Contractor will need to be proficient in using and implementing a Linux-based server with the following software at minimum (please provide references):

- Ubuntu Linux Server Edition
- Apache 2.x webserver
- MySQL 5.x database server
- PHP 5.x programming language
- Joomla Content Management System

### **Project Outline:**

The following project captures the Tribe's intended objectives for this project. The contractor may modify the outline as appropriate, but the implementation will need to meet these objectives. Please include your proposed project outline in your RFP.

**Phase 1: Basic Installation:**

1.1) Ubuntu Server Edition (Linux-based OS distribution), Apache, PHP, and MySQL will need to be installed and configured on the customer's server.

1.2) PHPMyAdmin needs to be installed and configured so that MySQL can be easily administered. PHPMyAdmin may be used by contractor for step 1.3 (next.)

1.3) A MySQL database and user will need to be set up for Joomla.

1.4) Joomla will need to be installed and configured to use the MySQL database and user created above.

**Phase 2: Joomla Customization:**

2.1) A custom template will need to be made for Joomla so that the portal has a similar, if not exactly the same, look and feel as our public-facing non-restricted website.

2.3) The site design should accommodate visually impaired users (site should gracefully display in text-only browsers, images should have necessary alternative text assigned, zooming the text should not break the site design, etc.) The site may be used by users who utilize screen-readers and Braille pads for access. It should be possible for the user to navigate the site using only a keyboard.

2.4) The following features must be installed and enabled (via built-in functionality, 3<sup>rd</sup> party modules, and possibly custom coding):

- Home page (once user is logged in) showing latest news and upcoming events
- News (with ability for users to comment on entries)
- Events Calendar, News Announcements
- Discussion Forums
- User Profiles (with fields for providing contact information, avatar/photo, and website URLs), linked to the users of the discussion forums
- Contacts Directory (of Tribal Council and Staff) categorized by department (categories will be provided by the Tribe)
- Contact-us Form (accessed via the contacts directory above)
- Users should be able to subscribe to different sections of the website, including forum categories and posts, content categories or site sections, and specific articles (to follow comments)
- Searching capabilities
- Administrative access

2.5) The portal must have the functionality to add content to the website under categories. The Tribe should be able to attach files to content submissions.

2.6) The contractor will need to create the initial sections and categories of the site, and the basic discussion forum topic categories (which will be provided by the Tribe.)

**Phase 3: Security:**

3.1) Joomla will need to be configured so that when it is accessed, a user must log in before accessing any other content. This front-page/login-page must provide access to the terms of service (to be provided by the Tribe), the protocol for requesting a log in (also to be provided by the Tribe), and a warning that it is for authorized access only.

3.2) The server should be tightened down to be secure. The contractor should note any known security bugs in Joomla (including 3<sup>rd</sup> party modules and custom code) and the other software used at the time of installation. Some example security issues:

- SQL injection attack
- Buffer overrun (against Apache)
- Open ports (except those necessary to allow access to httpd server.)

(Note: MySQL should only be accessible via localhost on the server; Joomla will communicate with MySQL via localhost.)

Any other possible attacks should be documented and the system hardened against them.

3.3) Joomla Security: There should be 3 categories of users: staff-administrators, staff-users, and member-users. There should not be any such thing as a guest-user. To be able to access the portal at all (except for the entry/login page) the user must be authorized and authenticate with Joomla.

Staff-administrators will be able to moderate the discussion forum and comments made on portal content. Staff-users will be able to post content under specified sections and categories. Member-users will be able to comment on articles, participate in forums, edit their profiles, etc. There will also need to be a super-user for managing the Joomla site itself (such as users, sections, categories, etc.)

3.4) The forum and commenting features of the portal should allow the Tribe to configure a list of prohibited words to filter or flag member-user posts.

3.5) The site should be encrypted via SSL (especially for logging in.) Contractor will provide assistance to the Tribe in acquiring the necessary certificate from a reputable Certificate Authority, and shall configure the server to utilize this certificate.

**Accessories:**

During evaluation of the RFP, if there are additional software or hardware requirements for the completion of the project, please list them in your proposal, with a breakdown of associated costs.

### **Warranty and Support:**

Provide warranty information and list any and all exclusions to the warranty offered. Include information about customer support services, trouble reporting, and maintenance agreements. Describe your pre-and post-sale support services including, but not limited to: assigned single point of contact for CIT, training in use of software developed and/or installed, and continued support of software developed and/or installed. All warranties and representations will survive final payment and acceptance of the work.

### **Implementation:**

Development of the templates, other coding, and research may be done at the contractor's location; however, the Tribe expects the software installation and configuration services will be performed on site at the Coquille Indian Tribe Administration Office in North Bend, Oregon. Remote access (via SSH or similar technology) may be made available. Please indicate in your proposal if remote access will be needed for completion of this project, and how such access will affect your cost estimates.

### **Proposal Submission Instructions:**

Contractors are to submit a single PDF of their entire proposal on or before March 31<sup>st</sup> 2009 by 1:00 PM. All proposals must be sent via email to [roddebban@coquilletribe.org](mailto:roddebban@coquilletribe.org) and should only include the 1 attached PDF. **Do not send your proposal in more than the one attached PDF file, or in any other formats.** Include as your subject-line "Portal Development Proposal".

We encourage you to send a separate email to verify your submission was properly received, as sometimes email communications can be lost. To help ensure your proposal is properly received, please **limit the size of your PDF attachment to 10 MB or less.**

If you have any question about this RFP please contact Rod Debban, MIS Coordinator, via e-mail at [roddebban@coquilletribe.org](mailto:roddebban@coquilletribe.org).

Please include the following general information in your proposal:

- Name, address, telephone, and fax numbers;
- Social security number or federal tax identification number;
- A brief description of your company, including management philosophy, length of years in the web-development business, annual sales volume, and industry associations to which your company belongs;
- Names, addresses, and telephone numbers of a minimum of three (3) clients for whom you have conducted a similar service;
- A plan to ensure continued customer satisfaction throughout this engagement, including, but not limited to, periodic meetings with representatives from the Tribe;
- An estimated timeframe for completion;
- And your proposed invoicing process.

**Fee Proposals:**

Please include the fee structure for your proposal; include a description of project costs, as well as incidental costs such as food, lodging, etc. This fee structure must be a detailed itemized list for all costs.

**Rights:**

The CIT reserves the right to reject any and all proposals, in whole or in part, as well as the right to issue similar RFPs in the future. This RFP is in no way an agreement, obligation, or contract and in no way is the CIT responsible for the cost of preparing the proposal.

**Evaluation of Proposals:**

Proposals will be evaluated by the CIT using the following criteria:

- Responsiveness to this RFP
- Contractor's ability to meet the project objectives outlined in this RFP
- Reasonableness of fee proposal
- Ability to meet timing requirements to complete the project
- Experience on similar assignments\*
- Service and support guarantees
- Positive feedback from referrals (including feedback on quality of customer service)

\*The CIT may require the contractor to provide a portfolio of recent work with Joomla and/or portal site development.

It may be necessary to interview prospective vendors to clarify aspects of their submittal. If conducted, interview will likely be conducted by telephone conference call.