

**Regional Recreation Corporation of Wood Buffalo (“RRC”)
Fort McMurray, Alberta
Request for Proposal (“RFP”)
For
Cybersecurity Awareness Program**

RFP # 2023-10-03-Cybersecurity Awareness Program

**Closing Time: October 27, 2023 4:00PM MST
(local time as determined conclusively by the clock located in the submission
location)**

This procurement process is not intended to create and will not create a formal, legally binding bidding process and will instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation this RFP will not give rise to any Contract A–based tendering law duties or any other legal obligations arising out of any process contract or collateral contract.

This RFP will **not** be publicly opened and read.

1.0 DEFINITIONS

The following definitions apply to the terms used throughout this document:

- 1.1 Closing Time means the date and time for the closing of this RFP as identified in section 3.1.
- 1.2 Contact means the position identified in section 2.2 and is responsible for managing the RFP process through whom all correspondence will flow, including receiving all commercial and technical questions and issuing addenda to this RFP.
- 1.3 Evaluation Team means the individuals who will evaluate the Proposals on behalf of the RRC.
- 1.4 Mandatory Requirements means those requirements in this RFP described with a “must”. Failure to provide mandatory information could result in a Proposal being rejected.
- 1.5 Proponent means a party responding to this RFP.
- 1.6 Proposal means the Proponent's response to the RFP and includes all the Proponent's attachments and presentation materials.
- 1.7 RFP means a Request for Proposal.
- 1.8 RMWB means the Regional Municipality of Wood Buffalo.
- 1.9 RRC means the Regional Recreation Corporation of Wood Buffalo.
- 1.10 Work means the goods and services described in section 2.1 and in detailed in Appendix A.

2.0 REQUEST FOR PROPOSAL INVITATION

2.1 *Project Overview:*

The RRC's procurement mandate promotes fair, transparent, and open exchange of opportunities to the public to develop relationships that will support the growth of the RRC.

This RFP is issued to invite Proposals for the RRC's requirements, hereinafter is referred to as Work. See Work definitions that are summarized below and detailed in Appendix A attached within.

Project Name:	Cybersecurity Awareness Program
Location:	1 C.A. Knight Way, Fort McMurray, Alberta
Work Description:	Cybersecurity Awareness Program

The Project is expected to be completed by January 31, 2024.

The contract term for services, warranties, licenses and any other support agreements will be specified in any contract resulting from this RFP.

The Proponent acknowledges and agrees that this procurement process is a RFP and is not a tendering process. It is part of an overall procurement process intended to enable the RRC to identify one or more potential proponents for the requested product or service. The submission of a Proposal does not constitute a legally binding agreement between the RRC and any Proponent.

2.2 Contact Information:

It is the Proponent's responsibility to clarify interpretation of any matter the Proponent considers to be unclear before the Close of Questions Deadline, by contacting:

Paul Thomas
Director, Information Technology
Email: paul.thomas@rrcwb.ca

All inquiries relating to this RFP shall be directed in writing via email to the Contact above no later than five (5) business days prior to Closing Time. Proponents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of RRC, other than the Contact, concerning matters regarding this RFP. Failure to adhere to this rule may result in the disqualification of the Proponent and the rejection of the Proponent's Proposal.

The RRC is not responsible for any misunderstandings on the part of the Proponent regarding this RFP or its associated process. Questions will be deemed to be received once the questions submitted by Proponents have been received by the Contact noted above.

2.3 Delivery Requirements:

Proposals must be received via email to the email indicated in section 2.2 above before the Closing Time and the subject line must clearly reference this RFP # 2023-10-03-Cybersecurity Awareness Program. RRC is not responsible for any technical systems delays in the electronic delivery of the email submission.

Proponents shall submit one copy of their Proposal, via email to the Contact in Section 2.2.

2.4 Proposal Validity Period:

Proposals shall be valid for a period of 90 days from the Closing Time or other such period as may be agreed by the Proponent and the RRC.

2.5 Proposal Eligibility:

In order for Proposals to be eligible for consideration, they must:

- 2.5.1 be received by the Contact on or before the Closing Time, at the email address specified in Section 2.2;
- 2.5.2 meet the Delivery Requirements, as specified in Section 2.3;
- 2.5.3 meet the Proposal Validity Period requirements, as specified in Section 2.4 and;
- 2.5.4 include a copy of the Acknowledgement Form – Appendix B signed by an individual authorized to do so on behalf of the Proponent.

3.0 Instructions to Proponents

3.1 RFP Timetable:

Interested parties should obtain the RFP and any RFP amendments directly from Alberta Purchasing Connection (APC) or the Regional Recreation Corporation of Wood Buffalo (RRC) websites.

The timetable below shows the anticipated schedule to award this RFP. The dates shown are estimates. The RRC will strive to meet the activity dates shown; however, the RRC reserves the right to change the schedule at its sole discretion.

Activity	Date	Time
Issuance of RFP:	October 4, 2023	4:00 PM MST
Close of Questions Deadline:	October 13, 2023	4:00 PM MST
Deadline for Issuing Addenda	October 17, 2023	4:00 PM MST
Closing Date and Time:	October 27, 2023	4:00 PM MST
Anticipated Award Date:	November 1, 2023	4:00 PM MST

3.2 General Conditions:

3.2.1 Business Code of Conduct

Proponents must be aware that RRC employees hold exclusive loyalty to the RRC and must never be put in a position where personal or financial incentives or interests may impair their judgment and ability to make decisions in the best interest of the RRC. Proponents must not offer nor should a RRC employee accept any gifts, gratuities, discounts or any other favors from a supplier or potential supplier to the RRC.

3.2.2 Consent to Use of Information

By responding to this RFP, the Proponent consents, and has obtained the written consent from any individuals identified in the Proposal for the RRC to use the personal information

provided in the Proposal to evaluate the Proposal. The successful Proponent shall provide proof of the consent of individuals as described in this paragraph to the RRC upon request.

3.2.3 Conflict of Interest

Proponents must fully disclose, in writing to the Contact on or before the Closing Time, the circumstances of any possible conflict of interest or what could be perceived as a possible conflict of interest if the Proponent were to become a contracting party pursuant to the RFP. The RRC shall review any submissions by Proponents under this provision and may reject any Proposals where, in the sole and absolute discretion of the RRC, the Proponent could be in a conflict of interest or could be perceived to be in a possible conflict of interest position if the Proponent were to become a contracting party pursuant to the RFP.

3.2.4 Freedom of Information and Privacy Act (FOIP):

A Proponent should identify any information in its Proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the RRC. The confidentiality of such information will be maintained by the RRC, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that their Proposals will, as necessary, be disclosed, on a confidential basis, to advisers retained by the RRC to advise or assist with the RFP process, including the evaluation of Proposals. If a Proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the Contact.

3.2.5 Information in RFP Only an Estimate

The RRC and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only, and are for the sole purpose of indicating to Proponents the general scale and scope of the Project. It is the Proponent's responsibility to obtain all the information necessary to prepare a Proposal in response to this RFP.

3.3 Pre-Submission Requirements:

3.3.1 Pre-proposal Meeting

A pre-proposal meeting will not be held for this RFP.

3.3.2 Extension of Closing Time

If the RRC determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, the RRC may extend the Submission Deadline for a reasonable period of time.

3.3.3 Addenda

The RRC reserves the right to respond to questions, make clarifications and changes, in its sole discretion, to this RFP at any time prior to the Closing Time through the issuance of addendums. Should the RRC issue any addendums to the RFP, the changes will be posted on the Alberta Purchasing Connection (APC) and the Regional Recreation Corporation of Wood Buffalo (RRC) website. No other notices will be issued. All addenda issued by the RRC form part of this RFP. Each addendum forms an integral part of this RFP and may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by the RRC.

3.3.4 Cost of Preparation

The Proponent is responsible for all costs of preparing and presenting the Proposal and any interviews or negotiations resulting therefrom.

3.4 Submission Requirements:

3.4.1 In evaluating the Proposals received, the RRC will consider all of the criteria listed below in Section 3.6, and the RRC will have the sole and unfettered discretion to award up to the maximum number of points for each criteria as listed below. By submitting a Proposal, the Proponent acknowledges and agrees that the RRC has, and is hereby entitled to exercise, the sole and unfettered discretion to award the points for the evaluation of the noted criteria.

3.4.2 By submitting a Proposal, each Proponent acknowledges and agrees that it waives any right to contest in any legal proceedings the decision of the RRC to award points in respect of the criteria noted below (the "Evaluation Criteria").

3.4.3 Proposals and any accompanying documentation, upon receipt by the RRC, will become the property of the RRC and will not be returned to the Proponent.

3.4.4 The entire content of the Proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the Proposal but not attached will not be considered to form part of the Proposal.

3.5 Proposal Content:

Proposals submitted should be in enough detail to allow the RRC to determine the Proponent's qualifications and capabilities from the documents received. Every effort should be made to include complete details of the proposed Work.

Proposals should contain, at minimum, the following items and should be identified accordingly:

3.5.1 Introduction

Introduces the Proponent and provides a summary of the qualifications of the Proponent and the Proponent's area of expertise

The Proposal should include:

- i. A description of the overall company, in sufficient detail to explain how the Proponent is organized and its areas of business. The description should be in sufficient detail to demonstrate how the staff, organization and financial resources ensure the ongoing ability to provide timely and professional services to the RRC.
- ii. Summary of the corporate history including the full legal name of the company, company address, name of the President/CEO/Owner/Partner(s) and the date the company started business.
- iii. Provide details of any and all subcontracting arrangements proposed by the Proponent.
- iv. Details of any joint ventures, consortiums or partnerships that may be used to complete the Work.

3.5.2 Experience and References

Proponent should provide a minimum of three (3) projects completed of a similar nature and scope.

Proponent should provide a minimum of three (3) references with contact information for the purpose of evaluation of the Proposal.

References should include:

- a. the name of the references providing the reference;
- b. the contact name, title, address and telephone number;
- c. the size and nature of the client's business;
- d. the period of time dealing with the client.

In the evaluation process, the RRC may include information provided by the Proponent's references and may also consider the Proponent's past performance or conduct on previous contracts with the RRC or other organizations. In addition, the RRC in its sole and unfettered discretion, may disqualify a Proponent who has previously been (or is presently) involved in litigation, arbitration, or any other dispute resolution process or quasi-judicial process in which it is taking a position that is adverse in interest to the RRC.

3.5.3 Project Team & Timeline

Proponent should identify persons or teams who will provide specific knowledge and experience in performing work for the projects and services requested in this RFP. Additionally, the Proponent must outline the readiness of a project team.

Proponents should include a schedule highlighting all critical dates including lead times and related delivery information to achieve operational readiness on or before January 31, 2024. This schedule should identify responsibilities of both the Proponent and the RRC.

Proponents should:

- a. provide complete breakdown of pricing;
- b. identify any discounts that may apply;
- c. provide all pricing information in Canadian funds, exclusive of G.S.T.;

Proponents should highlight after-sales service capabilities including service capacities and lead time, etc.

3.5.4 Additional Information from Proponents

If the Proponent wishes to include any other option not specifically requested by this RFP, it may do so by including additional options, as appendices to the Proposal.

3.5.5 Execution of the Proposal

Proposals shall be properly executed in full compliance with the following:

- a. proposals shall be signed by an authorized representative for the Proponent; (Appendix B)
- b. if the Proposal is made by a corporation, the full name of the corporation shall be accurately printed immediately above the signatures of its duly authorized officers and the corporate seal (as needed per corporate bylaw) shall be affixed;
- c. if the Proposal is made by a partnership, the firm name or business name shall be accurately printed above the signature of the firm and the Proposal shall be signed by a partner or partners who have authority to sign for the partnership;
- d. if the Proposal is made by an individual carrying on business under a name other than his own, his business name together with the individual's name shall be printed immediately above its signature; and
- e. if the Proposal is made by a sole proprietor who carries on business in his own name, the proprietor shall print his name immediately below his signature.

3.5.6 Primary Contact Name

Provide the name of a single contact person for all future communications between the Proponent and the RRC. Also provide the name of a secondary contact in the event the primary is not available. These persons will be the sole contacts for the purposes of this RFP.

3.6 Evaluation of Proposals:

3.6.1 Clarification

When evaluating proposals, the RRC may request further information from any Proponent or third parties in order to verify, clarify or supplement the information provided in the Proponent's Proposal, including but not limited to clarification with respect to whether a Proposal meets the mandatory technical requirements set out in this RFP. The RRC may revisit, re-evaluate and rescore the Proponent's response or ranking on the basis of any such information.

3.6.2 Acceptance or Rejection

Proponents are advised that all of the Instructions to Proponents and conditions of the RFP must be strictly complied with and any non-compliance may invalidate the Proposal in question. The RRC reserves the right to reject any Proposal not adhering to material requirement set out in this RFP.

The RRC may, in its sole discretion, accept or reject for its consideration any and all Proposals that contain minor and inconsequential irregularity, or where practicable to do so, the RRC may, as a condition of acceptance of a Proposal, request a Proponent to correct a minor and inconsequential irregularity with no change in proposed price.

The determination of what is or is not a minor and inconsequential irregularity, the determination of whether to accept, waive, or require correction of an irregularity, and the final determination of the validity, will be at the sole discretion of the RRC.

3.6.3 Method

Once a Proposal has been accepted as eligible, the RRC will evaluate it using the Weighted Matrix method identified below considering Proposal Cost, Past Experience, Capacity and References as the criteria. The weight indicates each criterion's relative importance in determining the successful Bidder. Proposals will be evaluated against each criterion using a scoring scale from 0 to 5, with the resulting score then being multiplied by the assigned weight to give a Result. The Results are summed up to give a Total Score for the evaluation. The RRC will assign scores at its sole discretion.

Item	Criteria	Weight	Score	Result
1	Proposal Cost	40		
2	Product Solution <ul style="list-style-type: none">How well does the proposed solution meet/exceed the stated requirements?	30		
3	Commitment to meet the schedule and support requirements	10		

4	Qualifications and Relevant Experience <ul style="list-style-type: none"> Demonstrated successful project completion record for similar projects. 	10		
5	References	10		
	TOTAL	100	N/A	

The RRC may, at its sole discretion, invite one or more Proponents for an interview or request further clarification to address any questions relating to their Proposal(s). Proponents will be responsible for any costs associated with the preparation for, and attendance at the interview to take place at a specified location in Fort McMurray, Alberta. The RRC may, at its sole discretion, select the format for the interview (i.e. in-person, telephone, video-conference, etc.).

The RRC may, if necessary, re-evaluate and adjust the previously determined scores based on the results of the interview(s).

3.7 Publication of Proposals

The RRC reserves the right to internally publish the names of Proponents and any summary cost information deemed appropriate.

3.8 Proposal Return

Proposals and accompanying documentation, upon receipt by RRC, will become the property of RRC and shall not be returned to the Proponent.

3.9 Negotiation and Selection

By submitting a Proposal, a Proponent accepts that a contract may be negotiated between the RRC and the Proponent whose Proposal is evaluated as the best value. The RRC reserves the right to negotiate with any Proponent, or more than one Proponent. If the parties after having negotiated in good faith are unable to conclude a formal agreement, the RRC and the Proponent will be released without further obligations other than any surviving obligations regarding confidentiality and the RRC may, at its discretion, contact the Proponent of the next best rated Proposal and attempt to conclude an agreement with it, and so on until an agreement is reached. Negotiations may include requests by the RRC for supplementary information from the Proponent to verify, clarify or supplement the information provided in its Proposal or to confirm the conclusions reached in the evaluation, and may include requests by the RRC for improved pricing or performance terms from the Proponent.

The RRC may at its discretion 1) negotiate with a Proponent to award a contract for all or a portion of the Work; 2) cancel this RFP and issue a new RFP with a new scope of work; or 3) cancel this RFP in its entirety.

Once a contract is executed by the RRC and a Proponent, the other Proponents will be notified by public posting, in the same manner that this RFP was originally posted, of the outcome of the procurement process.

3.10 Commitment

Proponents are advised that the RRC makes no commitment under this RFP. Any commitment resulting from this RFP will be made by means of a duly authorized contract.

3.11 Business License

The successful Proponent will be required to obtain licenses to operate in the Province of Alberta. To perform work within the Regional Municipality of Wood Buffalo the successful Proponent will be required to obtain a municipal business license. All costs associated with licensing, insurance and all other requirements are to be borne by Proponent.

3.12 Amendment or Revocation of Proposal

A Proponent may amend its Proposal prior to the Closing Time by either:

- (a) Submitting the amendment in a sealed package prominently marked with the RFP title and number and the full legal name and return address of the proponent to the location set out above; or
- (b) Emailing the amendment, as set out in Sections 2.2 and 2.3 above.

Any amendment should clearly indicate which part of the Proposal the amendment is intended to amend or replace.

At any time throughout the RFP process until the execution of a written contract, a Proponent may withdraw a Proposal. To withdraw a Proposal, a notice of withdrawal must be sent to the Contact and must be signed by an authorized representative of the Proponent. The RRC is under no obligation to return withdrawn Proposals.

3.13 Independent Determination

A Proposal will not be considered by the RRC if it was not arrived at independently without collusion, consultation, communication or agreement as to any matter, such as prices, with any other Proponent.

3.14 Funding

The RRC may cancel this RFP or decide not to enter into an agreement pursuant to this RFP if appropriate budget funding approval is not available.

A funding disbursement schedule must accompany the response and will be subject to negotiation. All disbursements will be subject to holdbacks as applicable under the Alberta Builders Lien Act.

3.15 Disclaimer of Liability and Indemnity

By submitting a Proposal, a Proponent agrees:

- 3.15.1** to be responsible for conducting its own due diligence on data and information upon which its Proposal is based;
- 3.15.2** that it has fully satisfied itself as to its rights and the nature extended to the risks it will be assuming;
- 3.15.3** that it has gathered all information necessary to perform all of its obligations under its Proposal;
- 3.15.4** that it is solely responsible for ensuring that it has all information necessary to prepare its Proposal and for independently verifying and informing itself with respect to any terms or conditions that may affect its Proposal;
- 3.15.5** to hold harmless, the RRC, its directors, officers, employees, agents, advisors, Regional Municipality of Wood Buffalo and all of their respective successors, from all claims, liability and costs related to all aspects of the RFP process;

- 3.15.6** that it shall not be entitled to claim against the RRC, its directors, officers, employees, insurers, agents, advisors and Regional Municipality of Wood Buffalo on grounds that any information, whether obtained from the RRC or otherwise, regardless of the manner or form in which the information is provided is incorrect or insufficient;
- 3.15.7** that the RRC will not be responsible for any costs, expenses, losses, damages or liability incurred by the Proponent as a result of, or arising out of, preparing, submitting, or disseminating a Proposal, or for any presentations or interviews related to the Proposal, or due to the RRC's acceptance or non-acceptance of a Proposal; and
- 3.15.8** to waive any right to contest in any proceeding, case, action or application, the right of the RRC to negotiate with any Proponent for the contract whom the RRC deems, in its sole and unfettered discretion, to have submitted the Proposal most beneficial to the RRC and acknowledges that the RRC may negotiate and contract with any Proponent it desires.

3.16 *Discretion of RRC*

Notwithstanding any other provision of this RFP to the contrary, the provisions in this Article prevail, govern and override all other parts of this RFP. The RRC is not bound to accept any Proposal. At any time prior to execution of the contract, the RRC may, in its sole and unfettered discretion, or for its own convenience, terminate the procurement process, cancel the Work or proceed with the Work on different terms. All of this may be done with no compensation to the Proponents or any other party.

The RRC reserves the right, in its sole and unfettered discretion, to:

- 3.16.1** utilize any designs, ideas or information contained in any of the Proposals for its sole use and benefit without making payment or otherwise providing consideration or compensation to any Proponent or any other party;
- 3.16.2** negotiate the specific contractual terms and conditions, including but not limited to the fee or price of the Work;
- 3.16.3** waive any formality, informality or technicality in any Proposal, whether of a minor and inconsequential nature, or whether of a substantial or material nature;
- 3.16.4** receive, consider, and/or accept any Proposal, regardless of whether or not it complies (either in a material or non-material manner) with the submission requirements or is the lowest priced proposal, or not accept any Proposal, all without giving reasons;
- 3.16.5** determine whether any Proposal meets the submission requirements of this RFP;
- 3.16.6** negotiate with any and all Proponents, regardless of whether or not the Proponent has a Proposal that does not fully comply, either in a material or non-material way with the submission requirements for the RFP or any requirements contained within this RFP; and
- 3.16.7** transfer any negotiated or executed contractual documents to a related corporation.

3.17 *Selection*

Selection of the successful Proponent, if any, is at the sole and unfettered discretion of the RRC.

3.18 *Disqualification*

The failure to comply with any aspect of this RFP (either in a material way or otherwise), shall render the Proponent subject to such actions as may be determined by the RRC, including disqualification from the RFP process, suspension from the RFP process and/or imposition of conditions which must be complied with before the Proponent will have its privilege of submitting a Proposal reinstated.

3.19 *Representations and Warranties*

3.19.1 The RRC makes no representations or warranties other than those expressly contained herein as to the accuracy and/or completeness of the information provided in this RFP.

3.19.2 Proponents are hereby required to satisfy themselves as the accuracy and/or completeness of the information provided in this RFP.

3.19.3 No implied obligation of any kind by, or on behalf of, the RRC shall arise from anything contained in this RFP, and the express representations and warranties contained in this RFP, and made by the RRC, are and shall be the only representations and warranties that apply.

3.19.4 Information referenced in this RFP, or otherwise made available by the RRC or any of its directors, officers, employees, agents or advisors, is provided for the convenience of the Proponent only and none of the RRC, its Directors, employees, agents and advisors warrant the accuracy or completeness of this information. The Proponent is required to immediately bring forth to the RRC any conflict or error that it may find in the RFP. All other data is provided for informational purposes only.

Appendix A

1. Purpose

The RFP's objective is to choose a cloud-based SaaS application for cybersecurity awareness and phishing simulation training. The evaluation of proposals will also take into account other elements, including reporting metrics and simplicity of administration. The RRC intends to enter into a contract with a single provider of high-quality cyber security training on a range of subjects in order to raise staff members' awareness of cyber security. A contract resulting from this RFP will be for a period of one (1) year with an option to renew for up to two additional twelve-month periods.

2. Background

The RRC currently has no online training program in place. We are looking for an engaging and highly interactive online, web-based security awareness system that covers a wide range of subjects, has robust reporting capabilities, and incorporates simulated phishing. The solution must meet all objectives, with the goal of altering organizational behaviors, increasing and strengthening the security culture within the RRC, and providing our workforce with the necessary skills, knowledge, and abilities to make educated decisions as to the validity of an email or attachment.

The RRC seeks training to foster awareness, not fear, and does not intend for employees to be afraid to check their email or to open an attachment. It is the RRC's intent to provide them with the knowledge, skills, and ability to make an educated decision as to the validity of the email or attachment, to know if they are working with confidential data, and to learn best practices related to cyber security.

The RRC seeks an interactive training program that can provide different methods for delivering training through videos, presentations, gamification, etc., as well as a solution that evokes interest and enthusiasm. The system must be designed to operate and be available to employees on a continuous basis (24/7).

3. Scope of Services

The successful proponent shall provide the services in accordance with the specifications as provided in this section. The proponent shall address each specification in this Section and indicate whether it will comply with the specification. If the context requires more than a yes or no answer or the section specifically indicates, the proponent shall explain how it will comply with the specification. Proposals must address each specification. Merely repeating the specifications may be considered non-responsive and may disqualify the proponent from further consideration. Proposals must identify any deviations from the specifications of this RFP or specifications the proponent cannot satisfy.

3.1 Mandatory Specifications

All items listed in this section are mandatory. A pass/fail evaluation will be utilized for these Section 3.1 specifications. Proponents must mark either "yes" or "no" to each specification in their proposals. In addition, if specified by the specifications or if the context otherwise requires, the proponent shall provide supportive materials to verify the proponent's compliance with the specification.

- a. It would be preferred if the solution for training have multinational, audio and visual impairment support.
- b. Proponent must provide the training in a web-based platform hosted in the

- cloud.
- c. Proponent must provide licenses for up to 500 users.
- d. The system must allow bulk uploading of users and addition of single users.
- e. The system's login page must use strong encryption (AES 256 or stronger).
- f. The system must allow users to perform password self-resets.
- g. Security awareness training must require that users interact with the training session, meaning user either answers questions during/throughout a session or completes a quiz/assessment at the end of the training session.
- h. Security awareness training must provide employees with a certificate of completion upon successful conclusion of the training.
- i. The system must have the ability to conduct phishing tests.

3.2 Technical Specifications

For each specification within Section 3.2, proponents are encouraged to provide a short narrative and give examples pertaining to how they will meet the specification. Where helpful, proponents are further encouraged to include screen capture images, use case diagrams, swim lane diagrams, and business process diagrams to illustrate how the proposed solution meets a specific specification.

- a. The system should allow multiple users to complete the training simultaneously without degradation of service.
- b. The solution shall have customization options for RRC specific branding.
 - 1. Custom Logo
 - 2. Custom Title
 - 3. Custom Content
 - 4. Custom from address - @rrcwb.ca
 - 5. Custom emails, welcome, reminder, affirmation, manager, and completion
 - 6. Custom certificate of completion
- c. The solution for training shall be hosted in the cloud and support Active Directory integration for Single Sign-On.
- d. The system should be compatible with Windows and Mac platforms and MS Edge, Safari, Firefox and Chrome browsers.
- e. The proponent should provide notifications to the RRC prior to any planned outages.
- f. The security awareness training should be innovative, engaging and highly interactive requiring the user to click on items, mouse over items, play a game or answer questions during the training.
- g. The training content should be updated at least annually.
- h. Security awareness training topics should be short (each topic under 20 minutes in length would be ideal).
- i. Security training should have the ability to be taken all at once or staggered into smaller parts and offered throughout the year.
- j. The solution shall have the capability to customize multiple training programs for a different group of employees based on their security knowledge.

- k. Security training content may include but is not limited to the following topics. List and describe any additional topics or subtopics proposed training content may contain.
1. Basic cybersecurity awareness best practices
 2. Social engineering & social networks
 3. Phishing & email security
 4. Passwords and authentication
 5. Mobile device security
 6. Safe Internet habits
 7. Data security
 8. Encryption
 9. Working remotely
 10. Physical security
 11. Ransomware
 12. Privacy
 13. Malware
 14. Public WiFi
 15. Targeted Attacks
 16. Insider threats
 17. Other emerging cybersecurity threats

3.3 Reporting

Describe the details and approach the system uses for creating and generating user completion and assessment reports. The proponent's response may also include information about how the proposal addresses each of the following needs:

- a. Security awareness training status reports should be easily exported (i.e., .xls, .csv)
- b. Security awareness training status reports should show total enrollment and completion
- c. Security awareness training reports should include:
 1. Employee first & last name
 2. Employee email address
 3. Date training was assigned
 4. Date training was completed
 5. Modules completed, if applicable

3.4 Phishing Tests

Describe the details and approach the system uses for training users concerning phishing emails. The proponent's response may also include information about how the proposal addresses each of the following:

- a. Phishing tests should include sample templates of varying sophistication.
- b. Phishing tests should show results for each participant (Fail = Clicked on the link in the email, Pass = Did not click on link in the email)
- c. Phishing test results should show:
 1. Recipient's name and email address.
 2. Date email was sent.
 3. Whether recipient clicked on the link.
 4. IP address of recipient who clicked on the link.

5. Remedial phishing training is provided to users that fail a phishing test.
6. Phishing reporting mechanism is available.

3.5 Technical Support

Provide documentation or explanation of the technical support services the proponent may provide to users (administration and staff) during and after the implementation of the system. Documentation or explanation may include, but not be limited to:

- a. Types of technical support services.
- b. Proponent's time availability to provide technical support.
- c. Response time to inquiries for technical support.
- d. Availability of a system user guide or instructions for all users.

Insurance & WCB

If selected as the successful Proponent, the Proponent, at its own expense, must provide a certificate of insurance on which the Regional Recreation Corporation of Wood Buffalo and Regional Municipality of Wood Buffalo are named as an additional insured, and must maintain, with Insurers allowed by the laws of the Province of Alberta to issue insurance policies in Alberta the following insurance policies:

Workers Compensation Insurance – The firm or individual shall procure and maintain during the life of the Agreement, workers compensation insurance from WCB Alberta, including employer’s contingent liability coverage, in accordance with all applicable statutes. The Proponent shall provide to the RRC a clearance letter from WCB Alberta during submission and prior to start of project execution.

Commercial General Liability Insurance – The firm or individual shall procure and maintain for the life of the Agreement commercial general liability insurance, including Contractual liability coverage, against claims for personal injury, bodily injury and property damage on an “occurrence basis” with coverage in the amount of five million dollars (\$5,000,000) per occurrence combined single limit.

Motor Vehicle Liability – The firm or individual shall procure and maintain during the life of the Agreement motor vehicle liability insurance with limits of the liability not less than two million dollars (\$2,000,000) per occurrence. Coverage shall include all owner, non-owned and hired vehicles.

Professional Liability - The firm or individual shall procure and maintain during the life of an Agreement professional liability insurance coverage in the amount of two million dollars (\$2,000,000) for each claim.

The said insurance policy is to include provision for the insurers to endeavour to provide the RRC with thirty (30) days written notice prior to cancellation.

Proponent shall furnish documentary evidence satisfactory to the RRC of such policies and of the renewal or continuance of such insurances prior to thirty (30) business days of any expiry date or dates thereof.

Proponent, and not the RRC, shall be responsible for any deductible that may apply in any of the said insurance policies.

Appendix B – Acknowledgement Form

Company / Proponent Name: _____

Address: _____

RRC: _____ Prov: _____ Postal Code: _____

Telephone: _____ Fax: _____

Website: _____ GST#: _____

Primary Contact: _____ Office: _____

Email: _____ Mobile: _____

Alternate Contact: _____ Office: _____

Email: _____ Mobile: _____

By signature below, the Proponent hereby acknowledges that 1) its understands and agrees with the RFP process described in this document, and 2) it has thoroughly reviewed the information contained in this RFP and has complied with the documents making up this Proposal, including all drawings and specifications as may be listed in the Index, and any amendments or addenda thereto:

Print Name

Title

Signature

Date

(Detach this page and return with your Proposal)