

BACKGROUND

Nishnawbe Aski Nation (NAN) has recently received approval for the Space X Starlink Broadband Project from Infrastructure Canada and the Ontario Ministry of Education to provide broadband to student homes in 42 NAN communities. The project will provide 2128 Starlink units to student homes and learning facilities in both remote and road connected communities across NAN territory.

The COVID-19 global pandemic has highlighted the need for improved broadband service across NAN territory to support online services, and most importantly online learning for students. In October 2020, the NAN Chiefs-in-Assembly passed Resolution 20/11: Support for Broadband Upgrades COVID-19 Global Pandemic, providing direction to pursue solutions that improve broadband in NAN territory.

The communities that participate in the project must be able to sign service agreements directly with Space X and retain ownership of the service.

SERVICES REQUIRED

Starlink Procurement Project Management

Requirements

1. The vendor must have an existing relationship with SpaceX.
2. The vendor must have experience managing the procurement process of Starlink kit.
3. The vendor must have knowledge of the procedures and requirements of Starlink Angel Accounts.
4. The vendor must have experience with coordination for community wide installations.
5. The vendor must have the ability to procure specialized mounting hardware for Starlink kit.
6. The vendor must be capable of complex logistics, which include tracking Starlink kits from the SpaceX facility, through warehousing, via land, air or boat transfer to their final destination.

Secure Managed Services

Requirements:

1. The vendor must provide a managed virtual desktop service to NAN users. The service must deliver Windows 10 sessions with user-configurable, persistent profiles. The service must support standard desktop computers, laptop computers, tablets, and smartphones.
2. The vendor must provide a mobile device management (MDM) service to manage the mobile devices of NAN users. The service must support mobile devices running Windows 10, Android, and IOS operating systems.
3. The vendor must have in place a comprehensive IT security risk management program that covers the virtual desktop service and the MDM service. The program must comply with the requirements of a recognized programs that is suitable for the education context such as ISO 27001, Government of Canada moderate security control profile, and NIST/FedRAMP moderate security control profile.
4. The vendor must have demonstrated experience in providing a virtual desktop service and an MDM service to users in the Ontario education sector.
5. The vendor must have the ability to establish and demonstrate compliance with specific interoperability standards as outlined by Ontario.



Starlink Installation Training and Support

Requirements

1. The vendor must be able to provide Starlink kit installations in remote and Northern Ontario locations.
2. The vendor must have proven experience working along side NAN Communities, respecting Indigenous culture and knowledge.
3. The vendor must have proven experience training community members in kit installations.
4. The vendor must be able to create and provide multimedia training documentation for the installation of Starlink kits.

STAKE HOLDERS

The selected firm will work directly with NAN Infrastructure staff, NAN Education staff, community leaders, community members, parents, elementary and post-secondary students, PSE counsellors and administrators, the NAN Education Committee, as well as representatives of other Indigenous Education groups as applicable, and any other parties that may assist in the development of an enhanced IT environment to support the educational opportunities provided through increased broadband connectivity.

PROPOSAL REQUIREMENTS

The response to the RFP should not exceed 10 pages. Curricula vitae are additional to this page count but should not exceed 2 pages for each individual member of the team.

All proposals should contain the following information:

- Cover Letter
 - Outlining the understanding of the project objectives and requirements and a statement of participation interest from the firm.
- Background and Overview
 - Name and contact information for the Firm, Project Lead, and any other Internal Resources;
 - A brief overview of the Firm; and
 - A description of any current or past projects, programs, research, or plans the Proponent has undertaken related to education;
- Project Team
 - Identification of a Project Lead;
 - Relevant experience and qualifications of the proposed team; and
 - Resumes for each project team member.



PROJECT PRICING REQUIREMENTS

The following table should be completed outlining the vendors costs associated with the following project requirements. Given that the # of satellite units, installation support required and student services required will be determined by community requirements as the project proceeds please provide pricing in a \$/unit format.

Project Deliverable	Description	Unit cost
Setup and installation of IT architecture necessary for implementation of NAN-wide program.	One time cost(\$) to setup the necessary IT environments to help manage increased broadband capabilities and improvements to education IT infrastructure.	
Professional Starlink and IT support, guidance and advisory services. Note: this is not the cost of installation.	Unit cost(\$)/satellite delivered and installed in the community.	
Professional installation and in-community training to provide community with skills for additional Starlink installations.	Unit cost(\$)/1 week of training and assisting in Starlink installations with a community team including travel, meals and arrangements for any required training materials and facilities.	
IT infrastructure services for students.	Unit cost(\$)/student for mobile device management (MDM) to provide safe and secure access.	
IT infrastructure services for educators and support personnel.	Unit cost(\$)/educator to protect core education resources and provide safe and secure access including initial set-up.	
Hourly rate for additional IT services/support as required through the duration of the project.	Hourly rate (\$)/hr for additional IT services/support as required through the duration of the project.	

