



REQUEST FOR PROPOSALS: Website Development, Design, Maintenance and Support Services

SUMMARY OF PROCUREMENT

WRI India intends to award a cost reimbursable type contract for a website development, design, maintenance and support services for its main organizational website and other web sites/properties related to its programs and activities. This will be a 1-year contract that may be renewed annually.

About World Resources Institute India

India Resources Trust, an independent charity shall be referred to as “WRI India”, provides objective information and practical proposals to foster environmentally sound and socially equitable development. Our work focuses on building sustainable and livable cities and working towards a low carbon economy. Through research, analysis, and recommendations, WRI India puts ideas into action to build transformative solutions to protect the earth, promote livelihoods, and enhance human well-being.

SCOPE OF WORK AND OUTPUTS/DELIVERABLES

The selected vendor will provide technical management and support for WRI India’s web properties on an ongoing basis – following all the guidelines and protocols provided by WRI India. This will include:

- Overall technical management and oversight of WRI India’s website properties (currently one main site and 3 auxiliary websites) – which run on Drupal CMS and WordPress
- Configuration and maintenance of AWS website hosting solutions as specified by WRI India – including installation and maintenance of SSL certificates, staging and production servers
- Periodic enhancement of the website functionality and design as per the directions provided by WRI India communications team
- Maintain the security and performance of WRI India’s websites, and manage the regular review of security updates / patches for website content management systems
- Ongoing uptime and security support for all WRI India websites
- Maintenance of WRI India owned website code repositories
- Testing and deployment of updated code to staging and production servers
- Miscellaneous web design and development projects as required
- Generating periodic analytics reports based on an agreed-upon template / provision of a customized analytics dashboard

Initial major projects under this contract will include:

- Configuration of new AWS hosting solution for wri-india.org (July - August 2024)
- Inherit and assume management of newly developed version of wri-india.org (Drupal 10) from United States based web development agency. (Aug 2024)
- Intensive management and support for WordPress website supporting major annual event (connectkaro.org) – Q3 2024; including some support needed at unconventional time, i.e weekends and outside normal work hours for a few weeks around the event.
- Upgrade of Drupal 7 website to Drupal 10 (indiaghgp.org) – Q4 2024

TIMING

This contract is expected to commence no later than 26 July, 2024.

The contract will be awarded for a one-year period. At the expiry of the contract, WRI India will retain the option to negotiate a new 1-year contract.

BUDGET

The total budget of this contract will depend on the amount of the work requested across the length of the contract. However, it is expected to be a minimum of 10 lakh INR / \$12,000 USD and should not exceed 20 lakh INR / \$24,000 USD. We anticipate an average monthly demand of 30 hours per month – with periods of higher demand for certain projects – for an estimated total of 400-450 hours per year. If significant additional hours are required, a new contract may be drafted to cover this work.

GUIDELINES FOR PROPOSAL SUBMISSION

Requirements

The selected vendor will be able to demonstrate capacity in similar work, particularly:

- Building and maintaining websites with Drupal and WordPress CMS
- Managing Git code repositories
- Managing website hosting with AWS for Drupal and WordPress websites
- Performing ongoing maintenance and security updates for Drupal and WordPress websites
- Monitoring and support for uptime and performance
- Managing web design and feature enhancement projects

Proposal content

Prospective vendors should submit:

- A statement of interest describing the proposed team and how it meets the above requirements.
- CVs of key team members.
- Examples of and references for similar previous work.
- A proposed breakdown of hourly costs for services, with an estimate of hours required for ongoing support and maintenance, and a summary of the accounting system which will support recording and billing of charges.

Expression of Interest, Deadline for Questions, and Proposal

All expressions of interest and questions about this RFP must be received via email to the contact below by **28 June, 5:00PM IST**. Answers to the questions will be shared with all parties who have asked questions or otherwise expressed interest.

Bodhisattva Sen Roy
Senior Manager, Communications
bodhisattva.roy@wri.org

All proposals must be sent by **5 July, 5:00PM IST** in electronic format to the same contact listed above.

EVALUATION AND SELECTION

Evaluation Criteria

The following elements will be the primary considerations in evaluating all proposals submitted in response to this RFP:

- Completion of all required elements;

- The extent to which the vendor's proposal fulfills WRI India's stated requirements as set out in the RFP;
- Experience with similar projects
- Sustainability – WRI India's values sustainability and all other factors being equal, will favor a proposal to more sustainably perform the work.
- Overall cost of the vendor's proposal;
- A physical presence in New Delhi / Bengaluru / Mumbai would be an added advantage.

The bidder offering the best overall value will be selected. For this procurement, price and non-price aspects are considered to be of approximately equal importance.

Selection Process

No proposal development costs shall be charged to WRI India. All expenses are to be borne by the bidders. WRI India may award to the bidder offering best value without discussions. However, WRI India reserves the right to seek bidder clarifications and to negotiate with those bidders deemed to be within a competitive range.

WRI India may, at its discretion and without explanation to the prospective vendors, choose to discontinue this RFP without obligation to such prospective vendors.