International Initiative for Impact Evaluation (3ie)

Request for proposals: 3ie website maintenance, design and development services

Issue date: 2 February 2015
Deadline for applications: 23:59 India Standard Time (IST), 1 March 2015

1. About 3ie

The International Initiative for Impact Evaluation (3ie) is an international grant-making NGO promoting evidence-informed development policies and programmes. We are the global leader in funding and producing high-quality evidence of what works, how, why and at what cost. We believe that better and policy-relevant evidence will make development more effective and improve people’s lives.

2. Background

Our website, www.3ieimpact.org, is ever evolving, reflecting our rapid growth institutionally and in the type and volume of activities and products we offer. It serves as our institutional communication platform by providing information about who we are and what we do. As a global funding agency for the production of high-quality knowledge, evidence and information, we are committed to making our work and the results of our funding publically available on our website. We wish to develop and maintain high standards for website access and ease of use.

Our vision for our website is to be a premier portal for researchers, policymakers and programme managers focused on development in low- and middle-income countries. We would like our visitors to use the website regularly and to find that experience easy and rewarding. We want the website to be one of the tools in our integrated approach to communicating with our main audiences. It is a rich knowledge portal, offering multiple databases of evaluation studies and evidence synthesis, customised interactive information platforms, publication series, resource areas, multi-media and a linked but separate websites, including a blogsite and an online research registry.

3ie’s IT management and website manager and editorial team are located in Delhi. Database content management is distributed among 3ie’s three offices, but managed overall by staff in Delhi.

3. Scope of work

The scope of work for the website development and design company will focus primarily on the 3ie website and blogsite. It is vital that our website keeps pace with and reflects our growth effectively, which means that we have ongoing design and structural change
requirements that reflect our need to have the website keep pace with our growth and
continue to provide effective and user-friendly access to our information and products.

We are looking for a company that has a strong aesthetic design sense, commendable web
development skills and experience, reliable maintenance services and development capacity
that will ensure quick response, time and value for money to ensure high quality of our
website. Experience with setting up knowledge portals would be a plus.

3.1. Responsibilities

The company will be responsible for the activities below:

3.1.1 Maintenance

• Management and maintenance of the 3ie website hosting including
  oversight of the web-hosting contract with inputs from 3ie
• Maintenance of the software in working order as delivered
• Hourly back-up sufficient for full recovery
• Daily off-site back-up
• Yearly full disaster recovery test
• 99 per cent uptime.
• Technical support via on-line ticketing system, text or voice chat on
  Skype, or via telephone
• Regular check for broken links, images and template distortions
• Software updates and security patches for the hosting platform
• Monitoring log files and clearing them before they fill the disk
• Support in compiling comprehensive web analytic and database
  analytic reports
• Forensic investigation should a breach of security be suspected
• Repair of any damage to the platform caused by any security
  breaches
• Correction of any errors caused by incorrect configuration of the
  platform
• Upgrading the data, processing and memory capacity of the platform,
  or migrating to a new platform as agreed in writing
• First level diagnosis of any problem with the services above
• Periodic bug fixes and troubleshooting

3.1.2 Website design and development

The following list offers examples of some, but not all tasks:

• Interactive platforms for accessing layered text content
• Update or redesign or restructuring of website layout and navigation
• Static or interactive infographics
• Design icons for 3ie research portals
• Refine database search functionality
• Optimise the website for mobile devices
• Add new features to the databases and other web pages
• Design new page lay outs (front end)
• Design new templates for adding content in 3ie’s website administration system (back end)
• Introduce new plug-ins and integrate any new third-party applications to website, when applicable
• Support open access requirements
• Ensure website is friendly for all users, including those with disabilities (as per web content accessibility guidelines available at http://www.w3.org/TR/WCAG20/) or using languages other than English
• Fix defects

4. Eligibility and minimum qualifications

The 3ie website uses Django for its content management system. Applicants are expected to have significant experience with Django or similar content management systems.

Only registered companies or organisations, not individuals, are eligible to apply.

Service providers must demonstrate capacity to be responsive to development requests within ten work days or fewer after a request is finalised. Providers should assign a design and development relationship manager responsible for understanding our site and needs in detail.

5. How to apply

Interested companies or organisations will submit a proposal package that will contain the following elements:

Technical proposal (part A)

a. A proposal (up to 20 pages) about how they will provide design and development and maintenance services.
b. The CVs (maximum 3 pages) of the key team members that will be involved in the project, along with their key duties and where they are physically located
c. A brief profile (maximum 2 pages) of the company or organisation
d. A list of assignments executed of similar nature in the last three years
e. Statement of experience (1-3 pages) working with funding agencies, international development sector organisations, research producing institutions and with audiences similar to 3ie’s.

Financial proposal (part B)

f. Indicative rates for all of the services provided
g. Explanation of how work is charged
h. Statement of how the applicant delivers value for money

3ie may require short-listed applicants to make a presentation.
The proposals should be submitted to: jobs@3ieimpact.org with the subject line: Response to 3ie request for website services proposal.

All questions related to this request for proposals should be addressed to: jobs@3ieimpact.org no later than 6 February 2015. 3ie will post an FAQ with responses no later than 10 February.

**The last date for submission of proposals is 23:59 IST, 1 March 2015.**

Only complete submissions meeting the eligibility requirements will be considered.