

REQUEST FOR PROPOSAL



Website Maintenance

Overview

The CIRI Foundation (TCF) invites proposals from experienced website maintenance service providers to support our website's ongoing security, performance, and optimization. We're looking for a trusted partner to keep our site running smoothly and ensure it remains secure, functional, and updated. The selected provider will also address any technical issues as soon as possible as they arise.

Scope of Work

We require the following services to ensure the reliability and performance of our website:

Backup and Security

- Daily offsite backups with a retention period of at least 60 days.
- Continuous malware scanning with immediate cleanup as needed.
- Security hardening and monitoring of the file system.
- Monthly security reviews with actionable recommendations.

Maintenance and Updates

- Uptime monitoring with immediate attention to downtime alerts.
- Timely plugin and software updates with post-update functionality testing.
- A staging site should be used for significant updates to avoid downtime.
- Ongoing monitoring for broken links, slow speed, and content issues, with corrections as needed.
- Quarterly reporting on completed work, uptime, and suggestions for improvement.

Analytics and Performance

- Set up and managed Google Analytics and Google Console accounts.
- Monthly customized Google Analytics reports.

- Regular performance optimization and audits.

Mobile Optimization

- Ensure the website is optimized for mobile devices, including responsive design improvements and performance testing on various screen sizes.

Client Support and Site Management

- Minimum 12 hours of retainer time for content updates, design adjustments, and client support.
- Strategic improvements and technical support based on TCF's needs.
- Quarterly report preparation and presentation to keep us informed of all updates and progress.

Service Level Agreement (SLA) Expectations

- Response to critical issues (e.g., security breaches or downtime) within 1 hour, with resolution within 24 hours, depending on severity.

Access Management and Documentation

- Maintain clear documentation of all updates and changes made to the website.
- Provide full transparency of all access credentials and control over different system parts.

Vendor Qualifications

We are looking for a vendor that:

- Has proven experience supporting nonprofit organizations.
- Demonstrates strong expertise in website security, mobile optimization, and performance optimization.
- Offers a high level of responsiveness and excellent customer service.
- Preference will be given to vendors with experience working with Alaska Native organizations or nonprofits.

Proposal Requirements

Please include the following in your proposal:

- **Company Overview:** Brief history, key services, and qualifications.
- **Experience:** Examples of work with nonprofits or similar clients, especially Alaska Native organizations (if applicable).
- **Team:** Key personnel who will work on our account, and their expertise.

- **Service Details:** Outline of the services you will provide based on the scope above, including mobile optimization.
- **Pricing:** Provide a competitive and cost-effective pricing breakdown for ongoing maintenance services, hourly rates for additional development work, and other applicable fees.
- **References:** Contact information for at least two clients who can speak to your services.

Transition Plan

Please include a proposed plan for transitioning from our current vendor, including onboarding, backup handling, and security protocol review timelines.

Budget

We work within a defined budget and encourage vendors to provide competitive, cost-effective proposals.

Proposal Submission Deadline

Please submit your proposals by November 6, 2024.

Proposals must be submitted in PDF format to rfisher@thecirifoundation.org.



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